UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

Investigation of:	*	
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PACIFIC GAS & ELECTRIC COMPANY	*	
SEPTEMBER 9, 2010 ACCIDENT	*	Docket No. DCA-10-MP-008
SAN BRUNO, CALIFORNIA	*	
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Concord Dispatch Logs

R E C O R D I N G

(Start time: 18:11:03)

MARIE: Hi, Sean. This is Marie in Stockton. I just want to confirm that you received an immediate response for 2125 Powell Street in San Francisco.

SEAN: Got it. Thank you.

MARIE: Thank you.

SEAN: Sure.

MARIE: Bye.

* * *

(Start time: 18:11:17)

DISPATCH: (indiscernible) speaking.

MR. MAGANA: Hey, Mark. This is Mark at Gastalear (ph.) in San Rafael and I'm on site at Grid 1 at Number 6 Laurel and Belvedere.

DISPATCH: Okay. Just one second. Okay. Mark, what was your last name?

MR. MAGANA: Magana. That's M-A-G-A-N-A.

DISPATCH: Okay. Mark, got you.

MR. MAGANA: Thanks.

DISPATCH: Thank you, sir. Bye.

* * *

(Start time: 18:11:37)

DISPATCH SOUTH: Dispatch South.

UNIDENTIFIED SPEAKER: Hi. I have a customer at 1362

that needs to go to work. She needs to be relit.

DISPATCH SOUTH: 1362 what?

UNIDENTIFIED SPEAKER: Quesada, Q-U-E-S-A-D-A.

DISPATCH SOUTH: Let me see who's doing that. I think Schaefer (ph.).

UNIDENTIFIED SPEAKER: It's pipeline Bayview 2.

DISPATCH SOUTH: Yeah, he is actually on Revere. So I'm not sure when he's going to get over to Quesada.

UNIDENTIFIED SPEAKER: Oh, okay.

DISPATCH SOUTH: If she's not there, we'll CGI it. When she gets home, she can call us. That's how it works out unfortunately.

UNIDENTIFIED SPEAKER: Okay. Well, she won't get home until tomorrow I guess.

DISPATCH SOUTH: Then she can call us tomorrow, and we'll come out there.

UNIDENTIFIED SPEAKER: Okay. I'll do that.

DISPATCH SOUTH: Thanks.

UNIDENTIFIED SPEAKER: Okay. And you've got 1360, right?

DISPATCH SOUTH: Let me see. Sean.

UNIDENTIFIED SPEAKER: 1360 and 1362.

DISPATCH SOUTH: That is correct.

UNIDENTIFIED SPEAKER: Okay.

DISPATCH SOUTH: I've got them both.

UNIDENTIFIED SPEAKER: Okay.

DISPATCH SOUTH: Right. Bye.

UNIDENTIFIED SPEAKER: Bye-bye.

* * *

(Start time: 18:11:53)

UNIDENTIFIED SPEAKER: (indiscernible).

UNIDENTIFIED SPEAKER: (indiscernible).

UNIDENTIFIED SPEAKER: Yes, hello.

UNIDENTIFIED SPEAKER: Sorry about that.

UNIDENTIFIED SPEAKER: All right, Chris went over and picked it up.

UNIDENTIFIED SPEAKER: Donover (ph.)?

UNIDENTIFIED SPEAKER: Pusich (ph.).

UNIDENTIFIED SPEAKER: Oh, God. He was done with that other (indiscernible).

UNIDENTIFIED SPEAKER: He made it work somehow. I don't know.

UNIDENTIFIED SPEAKER: Oh, okay.

UNIDENTIFIED SPEAKER: I'm not sure. So --

UNIDENTIFIED SPEAKER: Well, I hate -- well, you call -- I have that lady is still completely torn apart. So --

UNIDENTIFIED SPEAKER: Yeah.

UNIDENTIFIED SPEAKER: And she was over my head. Ey-yi-yi. It was a nightmare.

UNIDENTIFIED SPEAKER: Yeah. No, he got it. So it's

all good now.

UNIDENTIFIED SPEAKER: All right. I'm sorry.

UNIDENTIFIED SPEAKER: Hey, you know.

UNIDENTIFIED SPEAKER: I'm still trying to get the hang of all this (indiscernible).

UNIDENTIFIED SPEAKER: I understand. Yeah. Yeah, I understand.

UNIDENTIFIED SPEAKER: Sorry.

UNIDENTIFIED SPEAKER: Yeah, so let's see. Okay. So right now you just have that one in Sonoma and then --

UNIDENTIFIED SPEAKER: Yeah.

UNIDENTIFIED SPEAKER: Okay.

UNIDENTIFIED SPEAKER: I'm sure not for long.

UNIDENTIFIED SPEAKER: Okay. Thanks.

UNIDENTIFIED SPEAKER: (indiscernible).

UNIDENTIFIED SPEAKER: All right. Bye-bye.

UNIDENTIFIED SPEAKER: Bye.

* * *

(Start time: 18:12:35)

GEORGE: Hey, Sherry, this is George Nepal, Sacramento.

DISPATCHER: Hi.

GEORGE: Hi. Hey. I'm clear. Is there anymore work or am I done?

DISPATCHER: George Nepal. Hold on. Let me ask Carlo.

GEORGE: Okay.

DISPATCH: Are you finished with George, Carlo? There's work in Roseville if you feel like it.

GEORGE: I'm sorry.

DISPATCHER: He said there's work in Roseville if you feel up to it. He said it's okay.

GEORGE: Actually, not really.

DISPATCHER: Okay. No problem.

GEORGE: Okay. So I'll call you tonight then.

DISPATCHER: Okay. Have a good evening.

GEORGE: Thanks. You, too. Bye.

DISPATCHER: Bye.

* * *

(Start time: 18:12:37)

DISPATCH: Dispatch. This is Bob.

ANTHONY: Bob, this is Anthony.

DISPATCH: Antonio.

ANTHONY: Hey, I got here to the one on Kaufman --

DISPATCH: Yeah.

ANTHONY: -- that I'm out at the leak, and the customer was out here talking to me, and it's like a little fourplexes here, and there's a lady across from her that she said, well, could I go in there and check her appliances for her and stuff, and I go, well, let me call dispatch and see what's going on.

Should I have her -- should we make an appointment for tomorrow and I can come by tomorrow and do it or while I'm here,

should I just go ahead and do it? She doesn't smell gas or anything. She just wanted me to check the appliances.

DISPATCH: What do you want to do?

ANTHONY: It doesn't matter. I mean it's --

DISPATCH: Well, I don't have anything else for you.

ANTHONY: Would they get upset if you sent me another tag to go over there and just safety check the appliances?

DISPATCH: Yeah, I can -- I'll make you a tag for tomorrow if you want?

ANTHONY: Well, why don't you do that, and I'll -- if she absolutely demands that I do it, then I'll call you back, and I'll just tell her that, maybe I'll make something up and tell her that I've got another gas leak somewhere else and --

DISPATCH: Yeah, tell her, tell her you're only -- you're out after hours doing gas leaks, not --

ANTONIO: Okay.

DISPATCH: -- that type of work.

ANTHONY: Okay. Put it in for tomorrow.

DISPATCH: Okay.

ANTHONY: And I'll --

DISPATCH: What was the address?

ANTHONY: I'll call you back, I'll call you back with the address.

DISPATCH: Okay. No problem.

ANTHONY: Because I'm not sure.

DISPATCH: Okay. Thanks.

ANTHONY: Thanks. Bye.

* * *

(Start time: 18:13:17)

(Phone rings.)

UNIDENTIFIED SPEAKER: (Whispered) I don't want to go.

* * *

(Start time: 18:13:34)

UNIDENTIFIED SPEAKER: Hey, it's Angie in Bernie (ph.). Are you my dispatcher?

DISPATCH: No, I'm not.

UNIDENTIFIED SPEAKER: Okay. Can you switch me over then?

DISPATCH: All right. Hold on.

UNIDENTIFIED SPEAKER: Thank you.

* * *

(Start time: 18:13:53)

ERIC: Hey, Sherry. Do you handle Winter's (ph.) area?

DISPATCH: Yes. Who's this?

ERIC: This is Eric. I'm a SSR out of Sacramento.

DISPATCH: This is who?

ERIC: This is Eric. I'm a SSR out of Sacramento.

DISPATCH: Hi.

ERIC: Can you check this field order for me, if we're going to be out there any time soon?

DISPATCH: Is it a reconnect?

ERIC: Yeah, the reconnect. It's supposed to be done between 1:00 and 5:00.

DISPATCH: He will probably be headed that way -- let me call him. Hold on.

ERIC: All right.

(On hold.)

DISPATCH: They're heading in and then he'll be there.

ERIC: Okay.

DISPATCH: Okay.

ERIC: Cool. Thank you.

DISPATCH: You're welcome.

ERIC: Bye-bye.

DISPATCH: Bye.

* * *

(Start time: 18:14:05)

DISPATCH: Dispatch. This is Bob.

MR. SANCHEZ: Hey, Bob. Sanchez.

DISPATCH: Hey, Greg.

MR. SANCHEZ: I'm heading back to Reading from Bernie.

DISPATCH: Oh, you know what. I meant to pull all that stuff off you.

MR. SANCHEZ: Okay.

DISPATCH: And never did it.

MR. SANCHEZ: That's all right.

DISPATCH: No, we're in good shape. Come on back.

MR. SANCHEZ: I'm coming home. Thank you.

DISPATCH: Okay. Drive safe. Bye-bye.

MR. SANCHEZ: Okay. Thanks.

* * *

(Start Time: 18:14:07)

(Phone rings.)

RECORDING: This is Mitch with PG&E. Leave a message and I'll call you back as soon as I can.

RECORDING: At the tone, please record your message. When you've finished recording, you may hang up or press 1 for more options. To send a fax, press 4 now. To leave a callback number, press 5.

UNIDENTIFIED SPEAKER: Mitch, you have a IR on your screen. It's there in Roseville. I've got Dennis headed to one in Rockland. So I gave you the real Roseville one. Give me a call with an ETA. Thank you, sir. Bye.

* * *

(Start time: 18:14:22)

DISPATCH: Dispatch. Marcus speaking.

MR. FOX: Marcus, Michael here. How are you?

DISPATCH: Fine. And you, Michael?

MR. FOX: I'm doing okay. I've got a mess up on my screen though.

DISPATCH: Okay.

MR. FOX: If you want me to go to Kentfield (ph.), I will.

DISPATCH: Who's this? Michael?

MR. FOX: Fox.

DISPATCH: Fox. Nope. Okay. It's gone.

MR. FOX: Okay. I have another one now.

DISPATCH: Yes.

MR. FOX: I've got a 2640A for 1642 Silverado Trail.

DISPATCH: Okay.

MR. FOX: It's a disconnect. I need a reconnect on it. It's supposed to be reconnected, not disconnected.

DISPATCH: 1629 Silverado.

MR. FOX: 1642. 1642.

DISPATCH: I don't see -- oh, I do see it. Okay. You got it coming to you.

MR. FOX: Thank you, sir.

DISPATCH: Okay. You're welcome.

MR. FOX: Bye.

DISPATCH: Bye.

* * *

(Start time: 18:14:39)

(Phone rings.)

KEVIN: Hello.

DISPATCH: Hi, Kevin. Sherry in dispatch. I have a call on line 1 wanting to know about the reconnect on Low Pine

Way. Do you know how long it'll be before you get there?

KEVIN: As soon as I get done with the one on Fourth Street, I'm headed there.

DISPATCH: Oh, okay. Thanks so much.

KEVIN: You're welcome.

DISPATCH: Okay. Bye.

* * *

(Start time: 18:15:14)

DISPATCH: -- here.

MR. HAYWOOD: Brian Haywood (ph.).

DISPATCH: Hey, Brian.

MR. HAYWOOD: Mary dropped an electric unspecified on my screen for 1542 Tyler Street and all it says is not a SOMP. I don't know what they want me to do.

DISPATCH: SOMP. Hold on just a second, and let me take a look. I don't either. Hold on for a second. Let me take a look in here.

MR. HAYWOOD: Okay.

DISPATCH: Hold on for just a second, Brian.

MR. HAYWARD: Okay.

DISPATCH: My phone's are ringing like mad. Hold on just a second.

(On hold.)

DISPATCH: I have no idea what that's for, but it wasn't shut off for non-payment or nothing. They owe nothing on their

bill, and that was one of them late drop tags. I don't even know if we should be going there. You might give the customer a call and see if they really need you to stop by there.

MR. HAYWARD: Well, that note, Mary wrote the note in her --

DISPATCH: Yes, she did, but that's one of those --

MR. HAYWARD: Is Mary there?

DISPATCH: She's on break. But see that 8:00 to 11:59, that just means that the clerk start working on the tag, and then they didn't complete it, and then when the computer refreshes, that stuff comes out.

MR. HAYWARD: Okay.

DISPATCH: Like if you tell me, oh, make me this tag and then I start on it and you say, oh, I don't need that, and I don't finish it, it later it's going to come out anyway.

MR. HAYWARD: Okay. I'll just head by that way.

DISPATCH: Oh, okay. There's no phone number on there so you can call them?

MR. HAYWARD: Oh, yeah, I guess there is, yeah.

DISPATCH: Okay. Or you can, you know, drive by, whichever. They might not even need you because I don't see a problem there.

MR. HAYWARD: Okay.

DISPATCH: There's nothing wrong with the bill and we haven't been by there.

MR. HAYWARD: All right. Sounds good.

DISPATCH: Okay.

MR. HAYWARD: All right. Bye.

DISPATCH: Bye-bye.

* * *

(Start time: 18:16:21)

DISPATCH: Dispatch. This is Bob.

ADRIAN: Hi, Bob. It's Adrian.

DISPATCH: Adrian, what's happening?

ADRIAN: Just checking to see if there's anything else going on right now?

DISPATCH: No, not at the moment.

ADRIAN: Okay.

DISPATCH: You know, you guys are covering Orland (ph.) for a while. Well, Chico is going to cover Willows and you guys are going to cover Orland.

ADRIAN: Orland, okay. That's good.

DISPATCH: So at the moment, everything looks good.

ADRIAN: I'll keep my ears open. I'm going to get some Chinese food and then we'll be having a bite.

DISPATCH: Okay.

ADRIAN: When I get home, I'll give you a call.

DISPATCH: All right. Well, you enjoy yourself.

ADRIAN: Thank you.

DISPATCH: All right. Thanks. Bye.

ADRIAN: Bye.

* * *

(Start time: 18:16:28)

DISPATCH: Dispatch. Marcus speaking.

TIFFANY: Hi, Marcus. Tiffany in Sacramento.

DISPATCH: Yes.

TIFFANY: I just sent you guys over a gas leak report for Carmel.

DISPATCH: I'm sorry. You called the wrong dispatch.

TIFFANY: Oh, did I?

DISPATCH: You say this is Carmel?

TIFFANY: Correct.

DISPATCH: Yeah, this is Concord. Carmel is serviced out of Fresno.

TIFFANY: All right. Thank you.

DISPATCH: You're welcome.

TIFFANY: Bye.

DISPATCH: Bye now.

* * *

(Start time: 18:16:32)

DISPATCH: (indiscernible).

UNIDENTIFIED SPEAKER: I've got an IR in Oakland.

DISPATCH: One moment. I have it. Thank you.

UNIDENTIFIED SPEAKER: 1447 67th Avenue.

DISPATCH: Yes.

UNIDENTIFIED SPEAKER: Okay. Thank you.

* * *

(Start time: 18:16:48)

DISPATCH: Dispatch, Allie.

UNIDENTIFIED SPEAKER: Hey, Allie. This is (indiscernible) out of Sacramento. Do you handle Rohnert Park?

DISPATCH: Yes.

UNIDENTIFIED SPEAKER: Okay. I have a customer at 1340 Gillpepper Lane.

DISPATCH: Okay.

UNIDENTIFIED SPEAKER: And apparently we -- Wellington's installed a Smart Meter and he's got a part out.

DISPATCH: Okay.

UNIDENTIFIED SPEAKER: And Wellington told them this at, not too long ago actually, about an hour ago or less.

DISPATCH: Uh-huh.

UNIDENTIFIED SPEAKER: And so he was told we would be there within the hour. So he wants to know if we can give them an ETA on it.

DISPATCH: I didn't know anybody from Wellington was out.

UNIDENTIFIED SPEAKER: Well, let's see here. Well, apparently he -- Wellington was over there today. He just called up and apparently Wellington told him we'll be here -- we'll get somebody there within the hour. So --

DISPATCH: Well, that's nice of him to say that or them.

UNIDENTIFIED SPEAKER: Yeah.

DISPATCH: Because how can you make that determination?

UNIDENTIFIED SPEAKER: Exactly.

DISPATCH: Well, yeah, I don't know. But I have it on the troubleman (ph.). I don't know. I'm going to give them a call.

UNIDENTIFIED SPEAKER: Okay.

DISPATCH: I can't guarantee a time.

UNIDENTIFIED SPEAKER: Okay. Not a problem.

DISPATCH: I'm not sure what he, you know, if he's on a special project or not, I don't know. So I will give him a call and maybe we can get it -- but I don't know.

UNIDENTIFIED SPEAKER: Right.

DISPATCH: Did he have the person's name who told them we would be there within an hour?

UNIDENTIFIED SPEAKER: No, I'll go ahead and file a complaint. Maybe he has it, I didn't ask him.

DISPATCH: Yeah, because actually the tag, I'm not sure who made the tag. So let's -- maybe somebody from Smart Meter made it. I don't know.

UNIDENTIFIED SPEAKER: Yeah.

DISPATCH: Let me look. Maybe they called -- maybe what happened is the customer called that line and the -- maybe the Smart Meter line and perhaps they created the tag and then made

that remark. I don't know.

UNIDENTIFIED SPEAKER: Wellington was there today, and the Smart Meter doesn't show up on the account yet. So they must have installed it today. It might have been earlier today.

DISPATCH: Okay.

UNIDENTIFIED SPEAKER: The tag was not issued until just recently, because I know the customer knows that the meter was installed.

DISPATCH: Okay.

UNIDENTIFIED SPEAKER: And then just the meter, you know, it doesn't show on the account because we don't have any record since Wellington was there just today.

DISPATCH: Right. Okay.

UNIDENTIFIED SPEAKER: All right. So anything you can do to expedite it, I'd appreciate it. He's trying to reach (indiscernible) as well. I've got him on hold. So whatever you can do.

DISPATCH: Yeah, we'll put out a call. I'll just let them know what you told me.

UNIDENTIFIED SPEAKER: Sounds good.

DISPATCH: All right. Sounds good.

UNIDENTIFIED SPEAKER: Appreciate it.

DISPATCH: All right. Bye-bye.

* * *

(Start time: 18:16:57)

DISPATCH: Linda.

TODD: Yeah, this is Todd from Oakland. Is Blacksheer (ph.) on break or something?

DISPATCH: Hold on.

(On hold.)

* * *

(Start time: 18:17:25)

DISPATCH: Blacksheer.

TODD: Hey, Blacksheer. This is Todd.

DISPATCH: Hey, what's going on?

TODD: Not much. Hey, on that 3020 East 18th, the tags for 869 and 10 should go to Mitchell.

DISPATCH: Okay. Hold on.

TODD: And -- okay.

DISPATCH: Okay. So Mitchell should get 869 and 10.

TODD: Yeah, and I should have 1, 4 and 5.

DISPATCH: Okay. Give me a couple of minutes, and I'll get those for you.

TODD: I know where he's (indiscernible) and thanks.

DISPATCH: Okay.

TODD: Have a good one.

DISPATCH: All right. You, too. Bye-bye.

TODD: All right. Bye.

* * *

(Start time: 18:18:01)

DISPATCH: Dispatch. Sean.

CURTIS: Hey, Sean. I don't know if you've been notified, but there's been a huge explosion and a huge fire going on over here in San Bruno.

DISPATCH: No.

CURTIS: I don't know if nothing's come across your desk yet.

DISPATCH: No.

CURTIS: I mean I thought a jet crashed or something, but something exploded, and it's crazy. You should be seeing something -- I don't know.

DISPATCH: Who's this?

CURTIS: This is Curtis. I'm sorry.

DISPATCH: Curtis, I better notify my super and let them know.

CURTIS: Notify them. There's something huge. Here's all the fire engines. I can see like probably a block away. I can see through the trees. It's, it's -- I mean it's like four stories high, the flames. I mean it's ridiculous. I don't know what happened but all of a sudden just something erupted. I thought a jet crashed or something. Okay. Thanks. Bye.

DISPATCH: Bye.

* * *

(Start time: 18:18:42)

(Phone rings.)

NICK: This is Nick in Hayward.

DISPATCH: Hi, Nick. It's Brenda. I have an IR for you.

NICK: All right. Can you give me where it's at?

DISPATCH: On B Street.

NICK: On B Street.

DISPATCH: Uh-huh.

NICK: Can you give me about an hour?

DISPATCH: No problem.

NICK: Okay. Because I'm out at (indiscernible).

DISPATCH: Okay. Bye.

* * *

(Start time: 18:19:11)

DISPATCH: Dispatch. Brenda.

CARRIE: Hi, Brenda. It's Carrie in Stockton. I have an immediate response gas leak on B Street in Hayward.

DISPATCH: I have it. Thank you.

CARRIER: Okay. I just wanted to let you know they said that they had gas leak problems there before about six months ago and had to replace some things. Okay.

DISPATCH: Okay. Thanks.

CARRIER: All right. Thank you.

DISPATCH: Uh-huh.

CARRIE: Bye-bye.

* * *

(Start time: 18:19:40)

(Phone rings.)

RECORDING: Your call has been forwarded to an automated voice messaging system.

RECORDING: Casey Smith (ph.) is not available.

RECORDING: At the tone, please record your message. When you've finished recording, you may hang up or press 1 for more options. To send a fax, press 4 now. To leave a callback number, press 5.

DISPATCH: Hi, Casey. This is Natalie in Dispatch. It's 6:20. I put a tag on you for Rohnert Park, 1340 Gillpepper Lane. They're saying part out after Smart Meter installed, and I guess, I don't know, somebody from Wellington told them we'd be there within the hour which I don't know why they would say that, but anyway, I just want to let you know it's on you, and thanks. Bye.

* * *

(Start time: 18:19:50)

(Phone rings.)

TOM: Hello.

DISPATCH: Hey, Tom, do you see anything going on over in San Bruno from where you're at?

TOM: I'm sorry.

DISPATCH: Anything in San Bruno? You think you could see? Curtis just called me and said there's some huge explosion.

He said it's like three or four stories high.

TOM: Oh, really. I haven't looked outside. I'm actually in Daly City right now off of Dillard (ph.) but I'll make a point of looking.

DISPATCH: Yeah, if you want to let me know if you see anything because I haven't got a call yet, but he said it's like to the point where he thinks maybe a jet or something, you know, flew into a house.

TOM: My goodness. Oh, no. That's terrible.

DISPATCH: Yeah, let me know.

TOM: Okay. Yeah, I'll do that.

DISPATCH: All right. Thank you.

TOM: All right. Okay. Bye.

* * *

(Start time: 18:20:08)

DISPATCH: Dispatch. This is Bob.

MR. GUMMS: Yeah, Bob, this is Dave.

DISPATCH: Hey, Dave.

MR. GUMMS: Are you busy? Do you want to help me out or do you want to send me to Chris?

DISPATCH: Chris just went to dinner. So I'm the lucky chosen one.

MR. GUMMS: You're the lucky one.

DISPATCH: Dave Gumms (ph.).

MR. GUMMS: Yes.

DISPATCH: It's ironic that you would call me right now.

MR. GUMMS: Do you have an immediate?

DISPATCH: Oh, yeah. Do you want me to call somebody out?

MR. GUMMS: I can get -- I just need these tags. I need these tags. It'll take a little while to get these tags, but I need tags for Apartment 15, 17 and 18.

DISPATCH: 15, 17 and 18.

MR. GUMMS: Yeah, but, so -- I've got a lot of paperwork.

DISPATCH: Okay. But you're pretty much done there anyway?

MR. GUMMS: Yeah, I'm done as far as the work but --

DISPATCH: Okay.

MR. GUMMS: -- the paperwork takes so darn long.

DISPATCH: Right. Well, tell me what you want to do. I mean I can -- it's going to take me a while to make the tags. So you can technically go to this thing and then close those out afterwards.

MR. GUMMS: Okay. I'll just close the one I have here, 16, and go to the other, and then I'll fill these out later on.

DISPATCH: Okay. You're going over to Oak Street in Marysville.

MR. GUMMS: What's there?

DISPATCH: It's in the 101. It is a -- survey says leak

at the meter, strong gas odor, bubble soap test as pretelacia (ph.) -- what? They did their own bubble soap test on it.

MR. GUMMS: Yeah, probably.

DISPATCH: Is that right? So it's at Oak Street and Ninth in Marysville.

MR. GUMMS: Oak Street.

DISPATCH: What do you need? About 45.

MR. GUMMS: Yeah, give me that. Probably less than that. I'm just going to fill this thing out.

DISPATCH: Okay. It's at 10 till, that would be -- let's do 19:05. All right. And I'll get those other tags made up for you.

MR. GUMMS: Okay. Thank you.

DISPATCH: All right. Thanks. Bye.

MR. GUMMS: Bye.

* * *

(Start time: 18:20:21)

MR. RUSSELL: Hello, this is Brian Russell in Marysville.

DISPATCH: Hey, Brian.

MR. RUSSELL: Hi. I'm on site on that supposed electrical shock.

DISPATCH: Okay. Hang on just a minute here.

MR. RUSSELL: All right.

(On hold.)

DISPATCH: Okay. How can I help you, Brian?

MR. RUSSELL: I don't know if you guys did any kind of a report on this or started any kind of report.

DISPATCH: Okay.

MR. RUSSELL: But nobody actually got shocked. I guess there was somebody climbing our pole. I talked to the guy that called in. He said this is the second time he's seen somebody climbing our pole.

DISPATCH: Oh, okay. So it was just a person climbing the pole but not necessarily shocked, though, huh?

MR. RUSSELL: No, they didn't get shocked.

DISPATCH: Okay.

MR. RUSSELL: They had climbing gear on. He thinks they're like practicing climbing or something.

DISPATCH: They used our pole to --

MR. RUSSELL: Yeah.

DISPATCH: Okay. Okay.

MR. RUSSELL: Nobody got shocked.

DISPATCH: All right. Sounds good. Well, thanks for letting us know, Brian. I'll let my supervisor know, too. Thank you.

MR. RUSSELL: You bet.

DISPATCH: Bye-bye.

* * *

(Start time: 18:20:24)

DISPATCH: Hello.

MR. ROBINSON: Hello.

DISPATCH: Don't be so shy.

MR. ROBINSON: Hello.

DISPATCH: Hello. I hear you. Heard you.

MR. ROBINSON: Hello.

DISPATCH: I hear you. Heard you.

MR. ROBINSON: This is Scott Robinson. Who am I speaking with?

DISPATCH: This is Sal. You've got the San Francisco Dispatcher.

MR. ROBINSON: Oh, how's it going? Yeah. I got a back to answer my cell phone. Have you --

DISPATCH: You cut out on me again. Who's this?

MR. ROBINSON: This is Scott Robinson.

DISPATCH: Okay, Scott. What do you do there?

MR. ROBINSON: Yeah, I'm gas on call supervisor. I'm not actually on call tonight. I'll be on call tomorrow.

DISPATCH: Scott? You're back out. If you hear me, I can't hear you.

* * *

(Start time: 18:20:27)

DISPATCH: Dispatch. This is Bob.

MR. GUMMS: Yeah, Bob. This is Dave.

DISPATCH: Hey, Dave.

MR. GUMMS: Are you busy, do you want to help me out or do you want to send me to Chris?

DISPATCH: Chris just went to dinner. So I'm the lucky chosen one.

MR. GUMMS: You're the lucky one.

DISPATCH: Dave Gumms.

MR. GUMMS: Yes.

DISPATCH: It's ironic that you would call me right now.

MR. GUMMS: Do you have an immediate?

DISPATCH: Oh, yeah. Do you want me to call somebody out?

MR. GUMMS: I can get -- I just need these tags. I need these tags. It'll take a little while to get these tags, but I need tags for Apartment 15, 17 and 18.

DISPATCH: 15, 17 and 18.

MR. GUMMS: Yeah, but, so -- I've got a lot of paperwork.

DISPATCH: Okay. But you're pretty much done there anyway?

MR. GUMMS: Yeah, I'm done as far as the work but --

DISPATCH: Okay.

MR. GUMMS: -- I need to -- the paperwork takes so darn long.

DISPATCH: Right. Well, tell me what you want to do. I mean I can -- it's going to take me a while to make the tags. So

you can technically go to this thing and then close those out afterwards.

MR. GUMMS: Okay. I'll just close the one I have here, 16, and go to the other, and then I'll fill these out later on.

DISPATCH: Okay. You're going over to Oak Street in Marysville.

MR. GUMMS: What's there?

DISPATCH: It's in the 101. It is a -- survey says leak at the meter, strong gas odor, bubble soap test as pretelacia (ph.) during -- what? They did their own bubble soap test on it.

MR. GUMMS: Yeah, probably.

DISPATCH: So it's at Oak Street and Ninth in Marysville.

MR. GUMMS: Oak Street.

DISPATCH: What do you need? About 45.

MR. GUMMS: Yeah, give me that. Probably less than that. I'm just going to fill this thing out.

DISPATCH: Okay. 10 till, that would be -- let's do 19:05. All right. And I'll get those other tags made up for you.

MR. GUMMS: Okay. Thank you.

DISPATCH: All right. Thanks. Bye.

MR. GUMMS: Bye.

* * *

(Start time: 18:20:39)

(Phone Rings.)

JUAN: Hello. This is Juan.

DISPATCH: Juan, this is Joe in Dispatch.

JUAN: Hi, Joe.

DISPATCH: I got stuck on a phone call but what do you figure? About another 15 minutes.

JUAN: No, I'm on my way over on 98. Give me a half hour.

DISPATCH: Okay. Sounds good.

JUAN: I'll get there as soon as I can.

DISPATCH: Okay.

JUAN: All right. Thank you, sir.

DISPATCH: All right. Take care. Bye-bye.

* * *

(Start time: 18:21:37)

MR. MITZER: Sal, this is Mike Mitzer.

DISPATCH: Mr. Mitzer.

MR. MITZER: Do you guys know that there's a big fire in San Bruno?

DISPATCH: A big fire in San Bruno?

MR. MITZER: And I think it's gas fed, man.

DISPATCH: Let me go ask Sean. Hold on a second. Where are we talking?

MR. MITZER: We're talking about up behind the driving range, up off of Sneath Lane. I'm talking huge flames, bro.

DISPATCH: Do you know of any fire in Wood City?

UNIDENTIFIED SPEAKER: San Bruno.

MR. MITZER: It's probably San Bruno.

UNIDENTIFIED SPEAKER: (indiscernible).

DISPATCH: This is Mitzer. He says it's gas.

MR. MITZER: In between --

UNIDENTIFIED SPEAKER: (indiscernible).

MR. MITZER: It looks like it was gas fed because you could hear like a jet engine, man.

DISPATCH: Really.

MR. MITZER: Yeah.

DISPATCH: Let me put you over to Sean so you can explain it to him because he's doing that area, but he just heard there was some type of fire or something. Hold on a second.

MR. MITZER: Yeah.

DISPATCH: Are you logged in?

MR. MITZER: No, no, I'm at the driving range.

DISPATCH: Hold on a second.

(On hold.)

* * *

(Start time: 18:22:46)

MR. MITZER: Hey, Sean. It's Mike.

DISPATCH: Hey, Mike. I'm trying to figure out what's going on out there myself.

MR. MITZER: I think it's gas fed because after it

ignited, because I was right down the hill from it --

DISPATCH: Yeah.

MR. MITZER: -- it sounded like jet engine was going, bro.

DISPATCH: Do you know around where? That's exactly what Curtis said.

MR. MITZER: It's above -- it's right behind the driving range, up above the driving range, off of Sneath between -- it looks like between Highway 35 and 280, off of Sneath.

DISPATCH: Highway 35 and 280.

MR. MITZER: Right up above Sneath. If you drive up Sneath, you're going to go right through it.

DISPATCH: Great. I'll send a GSR out there to try to figure out what's going on. You said it's in San Bruno, right?

MR. MITZER: I think that's San Bruno right there, yeah.

DISPATCH: Okay. Great. Thanks a lot, man.

MR. MITZER: Okay, bro, later.

* * *

(Start time: 18:23:24)

DISPATCH: (indiscernible).

MR. ROBINSON: Yeah, hi. How you doing? This is Scott Robinson. Are you doing San Francisco or Tacoma.

DISPATCH: I'm doing San Francisco, but you sound a lot better.

MR. ROBINSON: Yeah, sorry about that. I actually don't

go on call until tomorrow but I'm driving home from work, and there's a massive fire right off of 280 it looks like in San Bruno.

DISPATCH: Yeah, we have Mike Mitzer on the other line talking to Sean about that.

MR. ROBINSON: Okay. Do you guys -- do you know if we're involved because I haven't seen flames this big in a long time. They're like a couple hundred feet tall. I wondered if there was gas involved.

DISPATCH: That's what Mike said. He's sending out a GSR. I'm standing next to Sean over here. He's sending somebody out. They're saying there's flames.

MR. ROBINSON: Okay.

DISPATCH: 200 feet high they're saying.

MR. ROBINSON: Yeah, it's insane. I'm heading that way now just to make sure we're not involved but do you actually have an address?

DISPATCH: We have absolutely nothing. Mike Mitzer was out at a driving range. So there's supposed to be a driving range out there. He just called and I put him over to Sean. So he's sending out a GSR right now.

MR. ROBINSON: Yeah. So I'm trying to find it myself.

DISPATCH: Well, he said it was close to a driving range.

MR. ROBINSON: Yeah, yeah. I'm close to it. I just

don't know if there's a better way to get there from where I'm at.

DISPATCH: Well, if you get in, give us a call back because we have no information as of yet. But we're sending a GSR.

MR. ROBINSON: Okay. Will do.

DISPATCH: I know he's sending somebody out there. Hold on a second. Let me see who he's sending out there. Who you sending out there? He's sending Jerro (ph.) out there, a GSR.

MR. ROBINSON: Okay.

DISPATCH: So if you see him out there, you can hit him up or let us know for sure what's going on.

MR. ROBINSON: Awesome. Will do. Thanks very much. I appreciate it.

DISPATCH: Sure thing. Thanks for calling. Bye.

MR. ROBINSON: Bye.

* * *

(Start time: 18:23:39)

(Phone rings.)

JERRO: (indiscernible) Jerro.

DISPATCH: Hey, Jerro, I need you to roll on a job, man. Apparently there's some kind of big explosion or something in San Bruno. They're saying it's like --

JERRO: No way.

DISPATCH: They're saying the flame is like two or three stories high.

JERRO: Oh, [redacted]. Okay. Where's it at?

DISPATCH: They said it's in San Bruno around 280 and 35. I mean they're saying you can't miss it. It sounds like a jet engine. So I don't know like if a jet really crashed or -- can you hold on one second? I've got an emergency.

(On hold.)

DISPATCH: -- right there for that same address. So if you can roll on it, man, I'd appreciate it and let me know what's going on because it doesn't sound like it's something good.

JERRO: (indiscernible).

DISPATCH: What was that?

JERRO: You said it's on 280.

DISPATCH: Yeah, the one that I just got a tag is for Skyline and Sneath in San Bruno.

JERRO: Okay. Got you.

DISPATCH: All right. Thanks.

* * *

(Start time: 18:24:10)

(Phone rings.)

DISPATCH: It sounds like a broken main.

TODD: Yeah, this is Todd.

DISPATCH: Todd, this is Joe in Dispatch again. I forgot to ask you guys. Did you find any leaks there?

TODD: Actually I think they did and we ended up issuing hazard notices to Apartments 2 and 7.

DISPATCH: Oh, no, no, I didn't mean those. I meant did you find any still have leakage outside or they took care of it?

TODD: That seems to have taken care of it. I didn't -- I rechecked what Kevin told me to check and I wasn't getting anything more than what we were when he was here.

DISPATCH: Oh, okay. That's great then. All right. I don't need to call T&D to send anybody out. That's what I needed.

TODD: No, should be good.

DISPATCH: All right. Thank you.

TODD: All right, man. Have a good one.

DISPATCH: You, too.

TODD: Bye.

DISPATCH: Bye.

* * *

(Start time: 18:24:25)

UNIDENTIFIED SPEAKER: Hey, I've got an IR in San Bruno. It's an unknown address. I'm sure you guys probably already know.

DISPATCH: Yeah, I just got that, cool, man. Thanks.

UNIDENTIFIED SPEAKER: You got it. Skyline and Sneath, right.

DISPATCH: Yep, that's it. Thanks.

* * *

(Start time: 18:24:48)

DISPATCH: Dispatch. This is Bob. Hello. Hello. Can't hear you. Please call back.

* * *

(Start time: 18:25:18)

(Phone rings.)

CHRIS: This is Chris.

DISPATCH: Hey, Chris. This is Sean calling from Dispatch.

CHRIS: Hey, Sean. How you doing?

DISPATCH: I just got a couple of calls about something going on in San Bruno off of Skyline and Sneath. They're saying -- they don't know exactly what it is? I'm sending a GSR but they're saying the flame is like two or three stories high, and it sounds like a jet engine. I got a call from a couple of supervisors. One from an electric supervisor or a meter tech supervisor, I'm sorry, T300 supervisor and then a couple of GSRs called and said you can see the flame from, you know, on top of the hill.

CHRIS: Okay. Yeah. I just got a call from Mitchell Kirk (ph.), too. So --

DISPATCH: Okay.

CHRIS: Okay. What's the address?

DISPATCH: Okay. You know, right now it's just an unknown premises. They say you can't miss it. The flame is like shooting up in the air. It's at Sneath and, let me see. I've got a GSR headed out there, too. I'll give you his number. It's Sneath and Skyline.

CHRIS: Okay. Who's the GSR?

DISPATCH: His name is Jerro, and his number is [redacted].

CHRIS: Okay. All right. I'm probably on my way.

DISPATCH: All right. Thanks a lot.

CHRIS: Okay. Bye.

* * *

(Start time: 18:26:10)

DISPATCH: Dispatch. Marcus speaking.

MARK: Hey, Marcus. This is Mark again at Number 6 Laurel. We need a GSR to come to place a meter. There's a leak at the seam on the bottom of the meter.

DISPATCH: Okay. Let me -- and that's 6 Laurel.

MARK: 6 Laurel and Belvedere.

DISPATCH: Okay. It won't be right away, but I'll get somebody over there.

MARK: All right. Thank you.

DISPATCH: Okay. You're welcome. Bye.

* * *

(Start time: 18:27:06)

RECORDING: -- completed as dialed. Please --

* * *

(Start time: 18:27:15)

(Phone rings.)

GAS CONTROL: Gas control, Valenti (ph.).

DISPATCH: Yes, this is Sean calling from Concord Dispatch.

GAS CONTROL: Yeah, hi, Sean.

DISPATCH: Quick question. You guys lose any pressure or anything out in San Bruno because I'm getting a couple of calls right now that they're saying there's a flame I guess that shot up in the air about three or four, three stories I guess and it sounds like a jet engine.

GAS CONTROL: In San Bruno?

DISPATCH: Yeah, in San Bruno off of Sneath and Skyline.

GAS CONTROL: Sneath and Skyline. We have not received any calls yet.

DISPATCH: Okay. I'll keep you guys informed. I've got a couple of guys heading out there, one a supervisor and a GSR to figure out what's going on. They literally said it sounds like a jet engine crashed or something or, you know, I have no idea at this point, but I figured maybe you guys had some information if it was our lines.

GAS CONTROL: Okay.

DISPATCH: Great.

GAS CONTROL: Thank you.

DISPATCH: Thanks a lot.

* * *

(Start time: 18:27:31)

RECORDING: Hello, you have reached Pacific Gas and

Electric Company's corporate headquarters in San Francisco. Our office hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday. Rotary dial users, please stay on the line and you will be transferred to the next available attendant. If this is a news media call, please press 1 now.

Please hold, while you're call is being transferred.

This call may be recorded for quality assurance. If you do not want to be recorded, please advise our service representative.

(On hold - music playing.)

RECORDING: All operators are currently assisting other callers. Please stay on the line for the next available operator.

(On hold - music playing.)

(Phone rings.)

OPERATOR: Pacific Gas and Electric Company. How may I direct your call?

DISPATCH: Yeah, this is Sal from Dispatch. I'm trying to get a hold of media relations.

OPERATOR: One moment here. The only thing we can do after media relations hours is send them an e-mail to have an on-call media representative contact you back.

DISPATCH: Yeah, that's the normal procedure. Yeah, that's fine.

OPERATOR: Okay. And your contact number please.

DISPATCH: I didn't know you were going to ask for that.

Of course, I've got to look under my phone because I don't have that memorized. It's going to be [redacted]. My name is Sal, S A L. I'm area 1. So they can just punch 1 in there.

OPERATOR: And may I ask what this is regarding?

DISPATCH: Well, there is a serious fire in San Bruno. We're getting reports flames are 200 feet high. We had a GSR at a driving range off duty. He says it sounds like a jet engine which means it's possibly gas involved.

OPERATOR: Okay.

DISPATCH: We have no confirmation. I had a off, you know, a supervisor, construction supervisor call me and say he's headed that way because he might -- he thinks it might be gas also. He's not sure. So we have no information other than what we're hearing from employees that are around the area.

OPERATOR: Okay.

DISPATCH: So the fire department or the police department have not called us at this time.

OPERATOR: Okay. I'll go ahead and e-mail that information and one of our representative will contact you back.

DISPATCH: Okay. Thank you.

OPERATOR: You're welcome. Thank you.

DISPATCH: Bye.

* * *

(Start time: 18:29:09)

DISPATCH: Dispatch. This is Bob.

ED: Hey, Bob. It's Ed up in Reading.

DISPATCH: Ed, what's happening?

ED: I just wanted to see if you had anything besides FMCS.

DISPATCH: I can look for you, but it's going to be a little bit.

ED: Okay.

DISPATCH: Right now I'm covering all of area 6.

ED: Yeah, no problem. I'm going to take a break after this.

DISPATCH: Okay. Perfect.

ED: Hey, the other thing is Sanchez Number 1, I don't know if he told you, but I told him I'd cover if a call, you know, if something came in close to 8, you know, I'd extend one tag.

DISPATCH: Okay.

ED: And then I think Ben's going to take his calls. I think Ben will be home around 9:00.

DISPATCH: Oh, okay. I didn't hear that.

ED: Okay. Okay. Because --

DISPATCH: Well, he's coming home from Bernie right now.

ED: Okay. Yeah. So he's still out then, huh?

DISPATCH: Right.

ED: Okay. All right. Well, basically that's what we had talked about earlier. Maybe he changed his mind but -- so he's going to tell you that I'd take a tag and extend it if one

came in at 8.

DISPATCH: Ben covering after 9:00.

ED: Yeah, and then Ben will be home. I think he said he'll be home at 9:00, and --

DISPATCH: Okay.

ED: -- he said he'd cover for Greg until midnight.

DISPATCH: Okay. Yeah, he (indiscernible) right now. So if something popped up, he'd probably get it, but right now you've still got an hour and a half. So --

ED: Right.

DISPATCH: We'll just see how it goes. There's no use speculating. That just causes --

ED: Exactly. Exactly.

DISPATCH: We'll figure it out. Don't worry. I'll figure it out.

ED: Okay. If you can throw some back up on me other than FMCS, that'd be great. If not, I'll -- we'll work with it.

DISPATCH: Yeah, I'll see what I can find you in a couple of minutes here.

ED: Okay. No problem. Thanks.

DISPATCH: Bye.

ED: Bye.

* * *

(Start time: 18:29:32)

RECORDING: Please hold while the subscriber you are

trying to reach is located.

Hi, this is Chris with PG&E. Leave me --

* * *

(Start time: 18:30:11)

(Phone rings.)

JERRO: Hello.

DISPATCH: Hey. Hello.

JERRO: Hey.

DISPATCH: Hey, Jerro, it sounds like it's a gas station that blew up, but it looks like it destroyed a couple of houses, too, so I just want to give you a heads up.

JERRO: Yeah, I was on the freeway and I could see the flames like shooting up like how high.

DISPATCH: Yeah, I've got the on-call supervisor. He's headed out there, too, but I just got a report right now, it sounds like a gas station blew up and took a couple of houses with it.

JERRO: Yeah, I'm over here in traffic right now. I'm trying to get there.

DISPATCH: Cool man. Thanks a lot.

JERRO: All right. Bye.

DISPATCH: I've got to call media.

JERRO: Okay. Bye.

* * *

(Start time: 18:30:25)

DISPATCH: Dispatch, Shonda (ph.).

UNIDENTIFIED SPEAKER: Hey, Shonda. This is the gas leak IR in Alameda at (indiscernible) Main Street.

DISPATCH: Do you have a field order number?

UNIDENTIFIED SPEAKER: Yes. It's [redacted] -- I'm sorry. Yeah, [redacted]

DISPATCH: Okay. Yes, we do have it.

UNIDENTIFIED SPEAKER: All right. Thank you, ma'am.

DISPATCH: You're welcome.

UNIDENTIFIED SPEAKER: Bye.

DISPATCH: Bye-bye.

* * *

(Start time: 18:31:22)

(Phone rings - hang up.)

* * *

(Start time: 18:31:30)

RECORDING: Hello, you have reached Pacific Gas and Electric Company corporate headquarters in San Francisco. Our office hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday. Rotary dial users please stay on the line, and you will be transferred to the next available attendant.

If this is a news media call, please press 1 now.

If you require corporate security assistance, please press 2 now.

For all customer service in --

Please hold while your call --

* * *

(Start time: 18:31:52)

DISPATCH: (indiscernible).

GAS CONTROL: Yeah, this is Larry, System Gas Control.

DISPATCH: Yes.

GAS CONTROL: Are you the dispatcher that just called us or was it --

DISPATCH: That's Sean. Hold on a second.

GAS CONTROL: Thank you.

(On hold.)

* * *

(Start time: 18:32:07)

GAS CONTROL: Yeah, Sean, this is Larry. Yeah, that may be our stuff. This is Larry out of System Gas Control.

DISPATCH: You know what happened? I just got a report that apparently a gas station blew up and took a couple of houses with it.

GAS CONTROL: Oh, a gas station did because I've got a major pressure drop at a station up in that area.

DISPATCH: Well, it looks like it took two houses completely.

GAS CONTROL: So a natural -- I mean, excuse me, a gasoline station blew up and took a couple of houses with it.

DISPATCH: That's what we heard on the radio. So my

GSR --

GAS CONTROL: That main was running by that gas station. It might have gone up with it. Can you give me, as soon as you can, can I give you a number to call me?

DISPATCH: Yeah, sure. What is it?

GAS CONTROL: Okay. [redacted]. Can you give me a physical location of that gas station?

DISPATCH: As soon as the GSR calls me. He says he's stuck in traffic. He said it's pretty crazy out there.

GAS CONTROL: Okay. Okay.

DISPATCH: Right now all I've got is Sneath and 35.

GAS CONTROL: Sneed, S N E E D.

DISPATCH: Yeah. Let me --

GAS CONTROL: S N E E D and Fifth.

DISPATCH: 35. It's Highway 35 and --

GAS CONTROL: Highway 35.

DISPATCH: It's actually Sneath as in S N E A T H.

GAS CONTROL: A T H.

DISPATCH: You know, they also call it Skyline, Skyline and Sneath.

GAS CONTROL: Skyline and Sneath.

DISPATCH: Correct.

GAS CONTROL: Okay. Anyway, when your guy gets out there, can you give me an address?

DISPATCH: Sure. So it's [redacted].

GAS CONTROL: You betcha. Thank you, sir.

DISPATCH: You've got it.

GAS CONTROL: Somebody's here 24/7. Bye.

* * *

(Start time: 18:32:47)

DISPATCH: Dispatch. This is Bob.

DON: Hey, Bob. Don up in (indiscernible).

DISPATCH: Hey, Don.

DON: It looks like I've got another IR on the screen. School Street.

DISPATCH: Yes, sir.

DON: It looks like it'll be about 45 minutes. What time do we let things drop? 6:00.

DISPATCH: 17:56. So, yeah. Four minutes to 6:00.

DON: Okay. I'll be there within the hour though.

DISPATCH: Okay. I'll just make it for 18 -- can you be there in a half an hour, 20 minutes?

DON: No, probably more like -- I'm just finishing up this one down here in Penn Valley up at Market.

DISPATCH: Okay. So we'll make it an hour from now you think?

DON: Yeah, whatever. An hour from the time that it came in.

DISPATCH: Oh, well, that --

DON: So within an hour. What time --

DISPATCH: So you'd have to be there in about 20 minutes.

DON: Okay. Well, I'll try to make it.

DISPATCH: Okay. All right.

DON: Bye.

DISPATCH: Bye.

* * *

(Start time: 18:33:36)

(Phone rings.)

CHRIS: This is Chris.

DISPATCH: Hey, Chris. I just heard on the radio apparently, I haven't been able to confirm it, but it sounds like a gas station blew up and took out two houses.

CHRIS: So not us?

DISPATCH: No, it took out two houses completely I guess. As far as I know, we don't really know yet because the GSR is sitting in traffic trying to get there. He said it's pretty bad.

CHRIS: But it's not a gas line. It's a gas station or is it --

DISPATCH: A gas line got hit because the load center, I just called them and then they just called me back and said they have a drop in pressure. So something's going on out there but they need a physical address.

CHRIS: Okay. I'll call you right back. Thanks.

DISPATCH: Okay. Great. Thanks.

* * *

(Start time: 18:33:46)

(Phone rings.)

RECORDING: Hi. Leave a message, and I'll call you back. Thank you.

At the tone, please record your message. When you've finished recording, you may hang up or press 1 for more options.

To send a fax, press 4 now. To leave a callback number, press 5.

CARLO: Aaron, Carlo at 634. Give me a call when you get this. I want to find out if you'd be interested out in Roseville. Give me a call then. There's a couple of tags I can give you. Thank you.

* * *

(Start time: 18:34:31)

RECORDING: Hello, you have reached Pacific Gas and Electric Company's corporate headquarters. Our office hours are from 8:00 a.m. to 5:00 p.m. Monday through Friday. Rotary dial users, please stay on the line, and you will be transferred to the next available attendant.

If this is a news media call, please press 1 now. If you require corporate security assistance, please --

UNIDENTIFIED SPEAKER: A news media call, press 1 now. Is that what you do?

RECORDING: For all customer service --

* * *

(Start time: 13:34:35)

(Phone rings.)

UNIDENTIFIED SPEAKER: Joe, (indiscernible) speaking.

DISPATCH: What do you figure? About 30 minutes more.

UNIDENTIFIED SPEAKER: No, maybe 40 or so.

DISPATCH: Oh, okay.

UNIDENTIFIED SPEAKER: Just to be on the safe side.

DISPATCH: Okay. Sounds good.

UNIDENTIFIED SPEAKER: Okay, Joe.

DISPATCH: Thank you. Bye-bye.

* * *

(Start time: 18:35:37)

DISPATCH: Dispatch South.

MR. HICKEY: Hey, Tom. This is Mike. I'm a M&C mechanic out of Coma.

DISPATCH: Yes.

MR. HICKEY: I'm in South City right now, and I'm looking at that explosion that happened. Do you know what that was? We have a transmission line that runs right through there.

DISPATCH: Well, here's the deal. We think it's a fire or there was a gas station that blew --

MR. HICKEY: Uh-huh.

DISPATCH: -- and incinerated two houses as we're

getting off the news. We've got Jerro heading up there right now, and he's stuck in traffic.

MR. HICKEY: Okay. Our transmission line runs right through there, you know that?

DISPATCH: Yes, we've talked to --

MR. HICKEY: Right in the area. I listened to one station and it said a jet went down or a plane.

DISPATCH: Oh, really.

MR. HICKEY: Yeah. I don't what channel -- what channel's that on, Chris? 7. They're trying to get an aerial shot of it, but a neighbor called up and said it was a plane that came in and hit but I don't know that. The flame that's coming out of is consistent with like a transmission line fire.

DISPATCH: Well, we know there was a drop in pressure is all we know right now. We've talked to those guys, too.

MR. HICKEY: There is a drop in pressure.

DISPATCH: There is a drop in pressure. So --

MR. HICKEY: Oh, [redacted]. All right.

DISPATCH: We don't know what's going on. That's the first we heard.

MR. HICKEY: Okay.

DISPATCH: An airplane.

MR. HICKEY: Well, I can see it right from my house. It's looks pretty amazing.

DISPATCH: And what was your name again?

MR. HICKEY: Mike Hickey, H I C K E Y.
DISPATCH: Okay.
MR. HICKEY: I'm a M&C mechanic out of Coma.
DISPATCH: Thanks, Mike.
MR. HICKEY: All right. Okay. All right. Bye.
DISPATCH: Bye.

* * *

(Start time: 18:36:16)
DISPATCH: Dispatch --

* * *

(Start time: 18:36:56)
DISPATCH: (indiscernible) Dispatch.
LORI: Yes. Hi, this is Lori. I'm calling with California Highway Patrol.
DISPATCH: Yes.
LORI: And we have a pole that's been damaged in an accident.
DISPATCH: Okay.
LORI: It's in the area of 9851 Deer Valley Road in Contra Costa County.
DISPATCH: Which city would that be?
LORI: It's close to Brentwood, but let me just double check.
DISPATCH: You said it's close to 9851?
LORI: Yes, Deer Valley.

DISPATCH: Let's see what it comes up.

LORI: (indiscernible) maybe. Brentwood.

DISPATCH: It's coming up as Brentwood.

LORI: Okay.

DISPATCH: Okay. What is the cross street there please?

LORI: Briones Valley, B R I O N E S.

DISPATCH: Is that Valley Road.

LORI: Correct.

DISPATCH: Okay. And are there people still in the car?

LORI: No, everybody's been transported but I do have officers on scene.

DISPATCH: Okay. Is the pole going to fall? Is that what they're afraid of?

LORI: Yes. And I have the pole number as well if that's helpful.

DISPATCH: Okay. Go ahead.

LORI: 110116274.

DISPATCH: So the vehicle has been cleared that hit it?

LORI: Let me see. They called a tow. I can find out. Hold on. I'm just waiting for a response back.

DISPATCH: Okay. But the pole is broken?

LORI: You know, it doesn't indicate. It just says have you guys check the pole because it was hit during the accident.

DISPATCH: Oh, okay. I'll just put damaged pole.

LORI: Yeah. And they're saying the vehicle is still on

scene.

DISPATCH: Okay. 16274. Okay. And a contact phone?

LORI: [redacted].

DISPATCH: Okay.

LORI: And it's our log 1789.

DISPATCH: Okay. We'll get somebody going on that.

LORI: Okay. Great. Thank you.

DISPATCH: Okay. Thanks. Bye-bye.

* * *

(Start time: 18:37:06)

DISPATCH: Dispatch, Shonda.

DEAN: Shonda, this is Dean.

DISPATCH: Hey, Dean.

DEAN: You should see some tags coming across, seven tags on Donegal.

DISPATCH: Got them. I'll send them to you.

DEAN: Thank you.

DISPATCH: Okay. Bye-bye.

* * *

(Start time: 18:37:19)

(Phone rings.)

JIM: Hello.

DISPATCH: Jim, Bob in Dispatch.

JIM: Hey, Bob, I'm fine. I'm just trying to log off here. Hit the wrong button.

DISPATCH: Do you require assistance?

JIM: No, no, just a matter of hitting the right button is all it is buddy.

DISPATCH: All right.

JIM: Sorry. It's been a long day. Sometimes you get in a hurry.

DISPATCH: No problem. That's all right. Take care.

JIM: All right. Bye.

DISPATCH: Thanks. Bye.

* * *

(Start time: 18:37:28)

DISPATCH: Dispatch, Marcus speaking.

MR. DECORE: Marcus, this is John Decore (ph.).

DISPATCH: What's happening, John?

MR. DECORE: Did you just put this Belvedere on me?

DISPATCH: Yes, sir.

MR. DECORE: Did you see the notes?

DISPATCH: No, I didn't.

MR. DECORE: Take a look at them. I'm wondering if the --

DISPATCH: Oh, yeah, I did see it.

MR. DECORE: Is the crew there now?

DISPATCH: Yeah, they are there.

MR. DECORE: Okay. So you know what I'll do. I'll head over there now.

DISPATCH: Okay.

MR. DECORE: I'm back up in San Rochelle (ph.) --

DISPATCH: Okay.

MR. DECORE: -- but I'll show back down there right now so they don't have to wait any longer.

DISPATCH: Okay.

MR. DECORE: If people free up, feel free to dump any of my work that you see fit, but other than that, I'll (indiscernible).

DISPATCH: All right.

MR. DECORE: Thanks for --

DISPATCH: You know -- okay. Thanks, man.

MR. DECORE: Thanks.

DISPATCH: Okay. Thanks. Bye.

MR. DECORE: Bye.

* * *

(Start time: 18:37:31)

UNIDENTIFIED SPEAKER: What's up? What do you want?

DISPATCH: Oh, he called back. He called back. Busy eating your noodles there, man. What the [redacted]. What have you got to eat. Do you want to go to Roseville after?

UNIDENTIFIED SPEAKER: Yeah.

DISPATCH: Maybe a couple of tags. Okay. Well --

UNIDENTIFIED SPEAKER: Are they --

DISPATCH: They're restores, yeah. They're restores

because there's still guys out there in Roseville, I don't think they assigned to -- for anyone to stay after but those guys are getting hammered.

UNIDENTIFIED SPEAKER: They're getting hammered.

DISPATCH: Yeah, yeah. What do you call this? Both guys in Roseville have like five jobs right now, and then I gave two to Greg Steed (ph.) already. I haven't heard from him. Hopefully he goes over there, and then I was thinking of sending you over there because it's kind of quiet in Sacramento anyway, but I'll let you complete the other tag, before I send you up there.

UNIDENTIFIED SPEAKER: Yeah, just put it on my screen, you know.

DISPATCH: Awesome. What you having for dinner, man?

UNIDENTIFIED SPEAKER: I'm just having a piece of chicken and, you know, salad and stuff.

DISPATCH: Salad and stuff.

UNIDENTIFIED SPEAKER: Uh-huh.

DISPATCH: That's not healthy either. Where did you go? Boston Market.

UNIDENTIFIED SPEAKER: No, Johnny Corino (ph.).

DISPATCH: What the [redacted] is that? Is that local?

UNIDENTIFIED SPEAKER: Yeah.

DISPATCH: I don't think we have that over there.

UNIDENTIFIED SPEAKER: Yeah, just a piece of chicken

and, you know, a bunch of spinach with the spaghetti.

DISPATCH: With spaghetti. You said the salad is a side, not with some spaghetti, man. You said it the other way around. All right, man. Thank you.

UNIDENTIFIED SPEAKER: All right.

DISPATCH: Okay. Bye.

* * *

(Start time: 18:37:37)

DISPATCH: Fremont Dispatch. Brenda.

MR. OUTLEY: Brenda, this is Brian Outley (ph.) from Hayward.

DISPATCH: Hi, Brian.

MR. OUTLEY: Hi. Do they have a reportable going on in San Jose? I saw a little news where it was saying that there was a gas leak and it's on fire.

DISPATCH: In San Bruno, yeah, a gas station.

MR. OUTLEY: In San Bruno.

DISPATCH: Right.

MR. OUTLEY: Not off of Keyes and San Jose, huh?

DISPATCH: Well, the one my supervisor's looking at looks like San Bruno, but I don't know if that means that there's a second thing going on in San Jose. I don't know.

MR. OUTLEY: Yeah, okay.

DISPATCH: If it's out of San Jose, that's the Fresno dispatch.

MR. OUTLEY: Oh, okay.

DISPATCH: But he's on the phone now regarding a San Bruno gas station that is on fire.

MR. OUTLEY: Gee. What happened?

DISPATCH: I don't know.

MR. OUTLEY: All right.

DISPATCH: You want Doug to call you, Brian?

MR. OUTLEY: No, that's okay.

DISPATCH: Okay.

MR. OUTLEY: No, that's okay. I was just curious about the San Jose one.

DISPATCH: Okay.

MR. OUTLEY: All right. Thank you.

DISPATCH: You're welcome.

* * *

(Start time: 18:39:14)

MR. BOWER: This is Chris Bower (ph.).

DISPATCH: Hey, Chris.

MR. BOWER: Hey, I can't find Mug (ph.) Center's number. Do you have it real quick?

DISPATCH: Yeah, it's [redacted] -- I've already called them, too, by the way -- [redacted].

MR. BOWER: Okay.

DISPATCH: They said they've got a drop in pressure. 547-5955.

MR. BOWER: Can you ask Load Center if they can -- can we have somebody contact the on-call media representative?

DISPATCH: You know what? I'm actually -- I called them myself. I'm waiting for them to respond.

MR. BOWER: Okay. Wonderful. If they could get a hold of me, that would be perfect.

DISPATCH: Media, no problem. I'll go ahead and have them call you as soon as they give me a call.

MR. BOWER: That's one more thing I don't have to do.

DISPATCH: Okay. Thanks, John.

MR. BOWER: No problem.

DISPATCH: Bye.

* * *

(Start time: 18:39:36)

DISPATCH: Dispatch, (indiscernible).

RICARDO: Hey, this is Ricardo, Sacramento. I'm calling over a gas leak IR in Roseville.

DISPATCH: Okay.

RICARDO: At 1501 Alyssum.

DISPATCH: I'm waiting for my assistant to (indiscernible).

RICARDO: Okay. It looks like there's nothing yet.

DISPATCH: What's the address again?

RICARDO: 1501 Alyssum, A L Y S S U M.

DISPATCH: Alyssum. Okay. Nothing yet. When did they

send it out?

RICARDO: They sent it out about a minute ago.

DISPATCH: I'm set up to see Roseville. It's not in there. Oh, there it is. Thank you.

RICARDO: Right. Thank you.

DISPATCH: All right. Bye-bye.

* * *

(Start time: 18:40:05)

(Phone rings.)

RECORDING: Hello, this is (indiscernible) with PG&E Claims Department in San Francisco. I'm either away from my desk or on another line. Please --

* * *

(Start time: 18:40:24)

(Phone rings.)

UNIDENTIFIED SPEAKER: What are you doing (indiscernible)?

UNIDENTIFIED SPEAKER: Just got (indiscernible).

UNIDENTIFIED SPEAKER: It sounds like a plane in San Bruno went down and hit -- took out a gas station which incinerated two houses and there's flames blowing 200 feet in the air per Scott Robinson. So I'm just giving you a heads up in case they want to us to move some guys down there or something.

UNIDENTIFIED SPEAKER: Okay. If they do request us to go down there, just let me know.

UNIDENTIFIED SPEAKER: I will call you first. I'm just giving you a heads up.

UNIDENTIFIED SPEAKER: And if they are going to request a serviceman from down there to go down there, let me know.

UNIDENTIFIED SPEAKER: Yeah, we've got Jerro Brees (ph.) heading that way right now. So we don't know what's going on. We just know -- we've talked to load control. They said they've got a drop in pressure and we've got another -- we're getting calls from guys that live around there, saying there's a transmission line that's right under all this. So we don't know what's going on. We haven't even got a call from 911 yet. So --

UNIDENTIFIED SPEAKER: Okay.

UNIDENTIFIED SPEAKER: But we do have people responding and we're making phone calls out to everybody.

UNIDENTIFIED SPEAKER: My question is why are we heading back up there then if nobody called?

UNIDENTIFIED SPEAKER: If they've taken out two houses, we probably got gas blowing somewhere.

UNIDENTIFIED SPEAKER: Right. So that means someone did call it in.

UNIDENTIFIED SPEAKER: Well, nobody's called us yet. We're just responding proactively because Scott Robinson's called us and we've got Mike Mitzer called us, and one other M&C guy called. I can't remember his name.

UNIDENTIFIED SPEAKER: All right.

UNIDENTIFIED SPEAKER: So Mike Mitzer was up there by the driving range. I guess he was on the driving range --

UNIDENTIFIED SPEAKER: Right, right.

UNIDENTIFIED SPEAKER: So he called and said, hey, it sounds like gas. So that's why we're doing what we're doing. So just a FYI. We don't know nothing to be honest with you.

UNIDENTIFIED SPEAKER: Okay. Keep me informed, okay.

UNIDENTIFIED SPEAKER: Okay.

UNIDENTIFIED SPEAKER: Bye.

UNIDENTIFIED SPEAKER: Bye.

* * *

(Start time: 18:40:24)

MARGIE: Hi, this is Margie (ph.). I'm calling with Contra Costa County Fire.

DISPATCH: Yes.

MARGIE: Hey, we had a pole that was -- I'm not sure if it was hit. It must have been, in an accident, and it's on Deer Valley Road, and the cross street would be Briones.

DISPATCH: Can you spell it?

MARGIE: Yeah, B R I O N E S.

DISPATCH: In the city of?

MARGIE: That would be the City of Brentwood.

DISPATCH: Can I have your callback?

MARGIE: And I have the pole number.

DISPATCH: Okay. Go ahead with the pole number.

MARGIE: The pole number is 110116274.

DISPATCH: And your callback?

MARGIE: It's [redacted].

DISPATCH: Thank you. We'll have someone out.

MARGIE: Okay. And all our crews have cleared. I'm not sure if (indiscernible) is still on scene or not but they just wanted you to check to the pole because they said it had a pretty good lean to it.

DISPATCH: No problem. Thank you.

MARGIE: Okay. You're welcome. Bye-bye.

DISPATCH: Bye-bye.

* * *

(Start time: 18:41:48)

JERRO: John, this is Jerro.

DISPATCH: Hey, Jerro. What's happening?

JERRO: Hey, this thing is huge. Scott Robinson's here and he said they don't know what it is yet. He said they can't quite verify it. He's checking with the fire department.

DISPATCH: They said a jet or something might have hit, might have hit a gas station and then caused our line to blow with it.

JERRO: Yeah, he said there's a couple of gas transmission lines over here. So --

DISPATCH: Yeah.

JERRO: -- (indiscernible).

DISPATCH: Yeah, if you call, Chris Bower's on call right now. So if you want to give him a call, too, he probably has the number for sure.

JERRO: Okay.

DISPATCH: All right. Cool, man. Thanks.

JERRO: Bye.

* * *

(Start time: 18:43:12)

(Phone rings.)

UNIDENTIFIED SPEAKER: (indiscernible).

DISPATCH: Hey, (indiscernible). It's Chris from Dispatch.

UNIDENTIFIED SPEAKER: Hey, Chris, how you doing?

DISPATCH: Good, good. I'm dispatching Roseville and, you know, we've got that big outage.

UNIDENTIFIED SPEAKER: Yep.

DISPATCH: And the bulk of it was done but we've still got jobs trickling in, and the works starting to get pretty steep on the two guys I've got. I need another guy.

UNIDENTIFIED SPEAKER: We don't have anybody out there?

DISPATCH: Well, we have one late guy. One guy's already extended, and there's no one else on the on-call list to call.

UNIDENTIFIED SPEAKER: Okay.

DISPATCH: So I need somebody else.

UNIDENTIFIED SPEAKER: Okay. I'll see what I can do for you.

DISPATCH: Thanks.

UNIDENTIFIED SPEAKER: No problem.

DISPATCH: Bye.

* * *

(Start time: 18:43:25)

(Phone rings.)

DISPATCH: This is Chris.

UNIDENTIFIED SPEAKER: Hey, Chris. I just want to give you a heads up. Scott Robinson's out there with the GSR. I'm not sure if you're aware of that.

DISPATCH: Okay. No, I didn't, but that'll help.

UNIDENTIFIED SPEAKER: Yeah, he is out there. So if you want to call him.

DISPATCH: Okay. I will do that. Thank you.

UNIDENTIFIED SPEAKER: Sure.

* * *

(Start time: 18:43:27)

(Phone rings.)

DISPATCH: (indiscernible).

UNIDENTIFIED SPEAKER: Hey.

DISPATCH: Hey. Can you please go to this IR? This other guy is taking too long to move.

UNIDENTIFIED SPEAKER: Okay.

DISPATCH: Thank you.

* * *

(Start time: 18:43:38)

DISPATCH: (indiscernible).

MARK: Mark (indiscernible).

DISPATCH: Hey, Mark.

MARK: Have your guys said anything about a possible gas explosion in San Bruno?

DISPATCH: Here's what we've got going we think. We're getting a lot of different calls from a lot of different people.

MARK: Okay.

DISPATCH: It sounds like a plane may have hit a gas station. We know the gas station exploded, took out a couple of houses. This is what we're hearing on the news. This is what we -- one of the Coma M&C guys was saying that he heard on the radio because he called in, said it took out a gas station which blew up and took two houses out.

MARK: Okay.

DISPATCH: So I --

MARK: I got a call from somebody that was on Skyline, and he said he heard that there was a gas explosion. He didn't know if it was natural gas or not.

DISPATCH: Well, here's the deal. Scott Robinson's out there. Jerro Brees is out there, and they say it's -- flames are 2, 300 feet high. We've got a transmission line right there.

MARK: Right.

DISPATCH: They lost the -- had a drop in pressure from what they're saying.

MARK: Oh, they did.

DISPATCH: So, you know as much as we do at this point. I've already talked to Wyman in case we've got to send people.

MARK: Okay. Okay. Let me get a hold of Ruben, the director.

DISPATCH: I think Ruben's already talked to -- hold on one second. Let me see if Ruben -- I think we've already talked to Ruben. Let me ask Doug. Hey, Doug.

DOUG: Yeah.

DISPATCH: Have you talked to Ruben?

DOUG: Yeah.

DISPATCH: Yeah, okay. Doug's already talked to Ruben.

MARK: Okay. All right. Very good.

DISPATCH: We'll talk to you later. Bye.

MARK: Bye.

* * *

(Start time: 18:44:19)

RANDY: Hey, Sean. This is Randy.

DISPATCH: Hey, Randy.

RANDY: Can you give me 1563 Thomas?

DISPATCH: 1563 Thomas.

RANDY: I don't know who has it. Michael

(indiscernible) might have got it.

DISPATCH: Let me see.

RANDY: 1563 Thomas, same thing, pipeline. I'm right next door. The guy wants it on. So I don't have a tag for it.

DISPATCH: 1563. Yep, I do have it. Here it is.

RANDY: Okay. Send it to me. Send the electric or whatever you've got for it.

DISPATCH: I've got both, gas and electric.

RANDY: Okay. Thanks.

DISPATCH: Sure.

* * *

(Start time: 18:44:25)

(Phone rings.)

MARK: Mark speaking.

DISPATCH: You ain't going to believe this, boss.

MARK: What's that?

DISPATCH: You ain't going to believe this.

MARK: Try me.

DISPATCH: I've got another one up in Chico, or Paradise.

MARK: Just a minute. Hold on. Another what?

DISPATCH: It is a 4080. What is that? Leak at the meter.

MARK: Okay.

DISPATCH: On Castle Drive.

MARK: Cool. You say Chico or Paradise.

DISPATCH: Paradise, I'm sorry.

MARK: You said Chico.

DISPATCH: Yeah, my mistake. Quite frankly, I was hoping you could go down and help Mike out in Chico but you're going to get something back from them. I don't know what, but you're going to get something back from them.

MARK: Is that right?

DISPATCH: Well, he's got -- he got on this off by crew or this no gas no reason on Orion (ph.) Street, ended up getting another tag for another apartment right next door to it. So now he's on that one. He was on this Orion for an hour for a no gas no reason in an apartment.

MARK: Uh-huh.

DISPATCH: Hopefully he's just doing the paperwork on this second apartment.

MARK: Right.

DISPATCH: Because if he spent an hour in an apartment doing a no gas no reason --

MARK: Yeah.

DISPATCH: -- I'm going to scream. Anyhow, he's got one, two, three, four electric restores and another leak to do, leak at the range.

MARK: Okay.

DISPATCH: So I'm hoping he goes to the leak at the

range next. If he doesn't, he's a scumbag. So --

MARK: Okay. Well, I'm almost to Chico. So I'm (indiscernible).

DISPATCH: Okay. It doesn't make any sense for you to leave that one setting up in Paradise.

MARK: Right.

DISPATCH: You might as well just go get it.

MARK: All right. Okay. All right.

DISPATCH: Another hour of travel time, crying out loud.

MARK: Yep, you've got it. Who's the -- okay. Is this from a customer or is this from us?

DISPATCH: I believe it's from the customer.

MARK: Okay. Cool.

DISPATCH: I didn't see EP on it.

MARK: I mean it's like meter (indiscernible), you never know. Sometimes it's --

DISPATCH: No, no, no. It sounds like it's -- well, let me open the tag back up. Let's see here. What it says exactly is access okay, severe to mild back yard meter, duration today, cause unknown, cross street cliff per Michael.

MARK: Great. Sounds good.

DISPATCH: So, be safe.

MARK: Thanks.

DISPATCH: All right. Thanks. Bye.

MARK: Bye.

* * *

(Start time: 18:44:51)

DISPATCH: Carlo.

CAROL: Carlo, Carol. Hi.

DISPATCH: You're still out there.

CAROL: I am. Hopefully Chuck (indiscernible) and Mike Green are still out here.

DISPATCH: Oh, you know what? Yes, they are. Mike Green is still out and Chuck is down to his last tag. Here, let me set up to -- let's see. You're on my screen. I think you're still in (indiscernible) that's why.

CAROL: No, I'm not. I'm not. I'm in Woodland today.

DISPATCH: Yeah, as far as when they assign you, when we collect on certain yards, to see the list of guys that working for a certain yard, sometimes when they do a resource share, they forget to put you guys back.

CAROL: Oh, okay.

DISPATCH: Yeah, it happens a lot. That's why -- I know it's kind of gibberish for you guys, you know, you're like what do you mean? I work for --

CAROL: Okay.

DISPATCH: It's just for us. It's just for us. It's kind of confusing sometimes.

CAROL: I don't have anything on my screen. I just cleared one. I was kind of calling to find out what Chuck has,

what Mike has at this point. We're both -- we're all trying to get these jobs done if possible.

DISPATCH: Okay. Thank you for that. Right now, Chuck is on his last tag, and Mike Green is heading towards Woodland for a -- what is he doing there? For a leak, and then he still has one pending in Davis, (indiscernible) for a gas leak at their dryer.

CAROL: And that's it.

DISPATCH: And that's it.

CAROL: Well, why don't you give me the Davis one, and I'll head down there. Well, yeah, because it's already past for him. He's on his way here to Woodland?

DISPATCH: Yeah, he's en route to Woodland.

CAROL: Okay. Why don't you just give me I guess that leak in Davis. I don't know.

DISPATCH: Are you sure? Because I think -- I don't know what happened with Woodland but if those two guys are extended anyway, so this way you can get a (indiscernible) address.

CAROL: It was kind of amongst the three of us. Let's just get -- because Mike was loaded up with work.

DISPATCH: Oh, he was, yeah, earlier.

CAROL: Yeah, he was. He had like, I don't know how many tags. So -- well, that's good. We're knocking them out.

DISPATCH: Yeah, you're making progress definitely.

CAROL: You know what? I'll just take the Davis one. I don't really want to though.

DISPATCH: Okay. You have to decide.

CAROL: Oh, gosh. Mike has got to go back there anyway.

DISPATCH: He would have to drive back. Are you the only person to be called up for Woodland?

CAROL: I'm not even on call tonight.

DISPATCH: Oh, you're not. Okay. Okay. That was my concern because if you are, then I'd rather have you rest and then --

CAROL: Yeah, right, right. What is the one on Calavaris (ph.). It's a leak.

DISPATCH: Leak at the dryer. So hopefully nothing too exciting.

CAROL: Okay. Well, why don't you give it to me. Gosh. Go ahead. You didn't hesitate on that, did you?

DISPATCH: Oh, no. I listen. You don't have to struggle.

CAROL: Yeah. Well, you know what? I've got to use the restroom. So I'm going to go unavailable real quick.

DISPATCH: Okay.

CAROL: And then I'll go.

DISPATCH: I'm sure Mike will appreciate that. Thanks, Carol.

CAROL: You're welcome. Okay. I'm probably going to go

home after this one, okay.

DISPATCH: Okay. I'll let Sherry know.

CAROL: Okay. Thanks.

DISPATCH: Okay. Bye.

CAROL: All right. Bye.

* * *

(Start time: 18:48:50)

DISPATCH: Dispatch. Chris.

UNIDENTIFIED SPEAKER: Hey, Chris, I just wanted to make sure you got my IR for Timberway in Sacramento.

DISPATCH: Yeah, we got it.

UNIDENTIFIED SPEAKER: All right. Thank you.

DISPATCH: Okay. Bye.

UNIDENTIFIED SPEAKER: Bye.

* * *

(Start time: 18:48:51)

DISPATCH: (indiscernible).

MR. ROBINSON: This is Scott Robinson.

DISPATCH: Hey, Scott.

MR. ROBINSON: (indiscernible) plane crash.

DISPATCH: Okay. We've got a plane crash.

MR. ROBINSON: Yeah, there's a plane crash (indiscernible).

DISPATCH: Gas distribution and electric.

MR. ROBINSON: (indiscernible).

DISPATCH: I can't hear a word you're saying. You're cutting out on me. So we need gas distribution.

MR. ROBINSON: We need the (indiscernible) gas distribution. We need a couple of gas crews and we need electric crews to open the lines.

DISPATCH: Gas and electric crews, gotcha.

MR. ROBINSON: It looks like a large plane came down (indiscernible) in the residential area.

DISPATCH: Yeah, we're seeing it on TV right now. Okay. Gas crews and electric crews, gotcha.

MR. ROBINSON: Yeah.

DISPATCH: All right.

MR. ROBINSON: (indiscernible).

DISPATCH: Hey, what's your number? What's your number?

MR. ROBINSON: My cell phone is [redacted] --

GAS CONTROL: Okay.

MR. ROBINSON: -- [redacted] (indiscernible) the Superintendent.

DISPATCH: I'll call you with Kronis, okay. All right. Call me back. I'm losing you.

* * *

(Start time: 18:49:13)

DUDLEY: Yeah, Sean, this is Dudley.

DISPATCH: Hey, Dudley. It's a mess out there, man.

DUDLEY: It's terrible. Are we supposed to do anything about this?

DISPATCH: You know, everyone's been notified. So we've got everybody notified at this point. They're trying to get out there. I mean everyone from top to bottom (indiscernible) have been trying to get out there. So it's bad man. I'm looking at the live feed right now. It looks like, it looks like a mountain's burning.

DUDLEY: I'm not too close, but I'm just --

DISPATCH: We've got a GSR out there. We've got a GSR and we've got like three supervisors that are either already out there or headed out there.

DUDLEY: Yeah. I didn't want to get too close if I didn't need to --

DISPATCH: Yeah.

DUDLEY: -- because I heard the traffic is awful.

DISPATCH: I'm telling you right now, don't get close because it is bad, looking at the live feed, it looks like a mountain's burning.

DUDLEY: I've never seen smoke just keep pumping out black like that.

DISPATCH: It's probably a --

DUDLEY: The fire just keeps going and going.

DISPATCH: Minimum 10, minimum 10 to 15 houses.

DUDLEY: Oh, man. What I heard is that

DISPATCH: My guess is --

DUDLEY: -- an airplane.

DISPATCH: It sounds like an airplane might have hit a gas station and then caused the power lines to go out, too.

DUDLEY: I heard, I heard a radio report that said the gas station was not involved.

DISPATCH: Got it.

DUDLEY: So they feel that it very possibly was an airplane.

DISPATCH: Yeah, we'll figure it out. We've got people headed out there.

DUDLEY: I don't need to go near that.

DISPATCH: Yeah, I've got a couple of other calls I've got to take care of right now.

DUDLEY: Okay.

DISPATCH: Thanks, man.

DUDLEY: Okay.

DISPATCH: Bye.

* * *

(Start time: 18:49:34)

KEVIN: Carlo, Kevin again.

DISPATCH: Kevin.

KEVIN: Joe Bean's (ph.) screen empty?

DISPATCH: Yes.

KEVIN: Thank you, sir.

DISPATCH: All right, man.

KEVIN: Good night.

DISPATCH: Okay. Bye-bye.

KEVIN: Bye.

* * *

(Start time: 18:50:32)

J.D.: Hey, this is J.D. with the News Department.

DISPATCH: Yeah, J.D. What have you got?

J.D.: I got your page.

DISPATCH: We're kind of moving here. Here's the deal. We've got a plane down in San Bruno. We've got fires all over the place. We're calling for electric crews, gas crews, whatever we can get a hold of. So if you turn on the TV, it's not pretty. We need us to respond. We've got a lot of stuff going on.

J.D.: Okay.

DISPATCH: We don't have -- it's in San Bruno, Skyline and Sneath, S N E A T H.

J.D.: Okay.

DISPATCH: I've got to get going. I've got to get some crews out there.

J.D.: Okay. Okay.

DISPATCH: All right. Thanks. Bye.

* * *

(Start time: 18:51:28)

MATT: You've reached Matt. Go ahead and leave me a

message, and I will call you back.

RECORDING: At the tone, please record your message. When you've finished recording, you may hang up or press 1 for more options. To send a fax, press 4 now. To leave a callback number, press 5.

DISPATCH: Hi, Matt. Sherry, Dispatch. Give me a call. I have a IR for you.

* * *

(Start time: 18:51:40)

(Phone rings.)

GAS CONTROL: Gas control. Barry speaking.

DISPATCH: Yeah, Barry. This is Sean calling from dispatch.

GAS CONTROL: Yeah, Sean.

DISPATCH: I want to give you a heads up. I'm not sure if you guys are aware of it but we're looking at a live feed and it looks like at least 10 houses that are burning with this big fire that's going on over in San Bruno.

GAS CONTROL: You've got 10 houses on fire.

DISPATCH: If you go to CBS, I don't know if you guys have access to it.

GAS CONTROL: We do, but we don't even have time right now.

DISPATCH: Got it.

GAS CONTROL: Tell me what you see. You see 10 houses

on fire. It's at San Bruno.

DISPATCH: I can't confirm how many but it's a ton. It looks like a -- I mean it literally is a ton.

GAS CONTROL: Oh, my God.

DISPATCH: At least, at least 10 my guess. It looks like a fire on a hill basically.

GAS CONTROL: Okay. Okay. Great. Thanks for -- Sean, you're in SF Gas.

DISPATCH: Yeah, we're over in Concord, yeah.

GAS CONTROL: You're Concord Dispatch. Okay.

DISPATCH: Yes.

GAS CONTROL: Thank you, Sean.

DISPATCH: All right.

GAS CONTROL: I'll talk to you later.

* * *

(Start time: 18:52:04)

UNIDENTIFIED SPEAKER: Are you getting ready to leave?

MATT: You've reached Matt. Go ahead and leave me a message and I will call you --

* * *

(Start time: 18:53:00)

DISPATCH: Dispatch. This is Bob.

UNIDENTIFIED SPEAKER: Hi, Bob. Is Chris available?

DISPATCH: Well, if he didn't answer, he's probably pretty busy. Hang on a second. Let me check. I've got to get

back to my desk.

UNIDENTIFIED SPEAKER: Okay. Yeah, he called, and I'm calling back and --

DISPATCH: Okay. Who's this?

UNIDENTIFIED SPEAKER: (indiscernible) on call.

DISPATCH: Okay. Yeah. You know what? I think we're going to need -- it looks like we need somebody else in Roseville.

UNIDENTIFIED SPEAKER: Yeah, no, I started to call people from the Sacramento list and one guy said he was already going up there. So I guess -- and then I talked with Chris and he said that he already had two people out. So I want to know if the guy --

DISPATCH: Okay.

UNIDENTIFIED SPEAKER: -- in Sacramento is extra or how much more does he want me to go.

DISPATCH: Yeah, let me see if I can transfer you. Hang on a second.

UNIDENTIFIED SPEAKER: Okay.

(On hold.)

* * *

(Start time: 18:53:05)

(Phone rings.)

PETE: Pete speaking.

DISPATCH: Hey, Pete. This is Sean calling from dispatch.

PETE: Yeah, Sean.

DISPATCH: I just want to give you a heads up. I'm not sure if you're aware of that huge explosion out in San Bruno.

PETE: Yeah. Yes. They think it's gas but now --

DISPATCH: It is gas, but there's at least 10 houses, there's at least 10 houses that are burning.

PETE: They're getting low pressure. I just talked to the gas superintendent, too.

DISPATCH: Yeah, I did. I called and I let them know but there's 10 houses that are burning. So I guess they said something about electric and gas crews. I'm not sure who called in. I've got to ask the San Francisco dispatch. I just want to make sure you're aware of it.

PETE: Yeah. In fact, I'm going back in there. They're going to open the deck down there. We've got two (indiscernible). Why don't we try to get a third guy back in.

DISPATCH: No problem.

PETE: Yeah, I've got a feeling that we're going to need them. Okay.

DISPATCH: Yeah, if you look at CBS, if you get a live feed on CBS, it's pretty bad. There's a copter flying over it.

PETE: Yeah.

DISPATCH: Okay.

PETE: Are they showing any plane wreckage though?

DISPATCH: It doesn't show anything. It literally looks

like a fire like the type of fire you see on a mountain, you know, it's just burning. The whole mountain's going. You know, that's the fire department. I've got to go.

PETE: You've got to get that gas cranked off. Okay. Thank you.

DISPATCH: Sure.

PETE: Bye.

* * *

(Start time: 18:53:09)

DISPATCH: Dispatch. Marcus speaking.

DENNIS: Dennis (indiscernible) PG&E.

DISPATCH: Yeah.

DENNIS: We just completed a coupler service replacement in Nevato and if you're ready, I'll give you the address.

DISPATCH: Okay. Just one second.

DENNIS: No problem.

DISPATCH: Okay. What's that address?

DENNIS: It's 1000 Railroad Avenue in Nevato, and it's a two meter.

DISPATCH: You new a gas serviceman to relight this thing?

DENNIS: That's correct. There's a couple replacement. We just ran a new service to it.

DISPATCH: And this is in Nevato?

DENNIS: That's correct.

DISPATCH: All right.

DENNIS: 1000 Railroad Avenue in Nevato.

DISPATCH: Customer home?

DENNIS: Both, yeah, both of the customers are home.

DISPATCH: Okay. We'll get somebody out there.

DENNIS: Okay. Thank you.

DISPATCH: Bye now.

* * *

(Start time: 18:53:11)

RECORDING: You have reached --

MR. DeMARTINI: Pete DeMartini.

RECORDING: Please leave your message after the tone.

DISPATCH: Hey, Pete. Sal. I need you to call dispatch ASAP. We have a plane down in San Bruno, and we've got supervisors on site looking for crews. Give us a call. Thanks. It's 6:53. I'm going to try your other number.

* * *

(Start time: 18:53:14)

MATT: You've reached Matt. Go ahead and leave me a message and I will call you back.

* * *

(Start time: 18:53:52)

(Phone rings.)

RECORDING: You have reached an invalid pager number. ST2 Stockton.

* * *

(Start time: 18:54:12)

DISPATCH: Dispatch South. Sal.

SHANNON: Hi, this is Shannon with San Bruno Police.

DISPATCH: Yeah, we know. We're sending everybody we can get a hold of.

SHANNON: Okay. Yeah. We just need the gas I guess in that area.

DISPATCH: They're up there already.

SHANNON: Thank you very much.

DISPATCH: Thanks. Bye.

* * *

(Start time: 18:54:19)

BRAD: Hey, Chris. Brad.

DISPATCH: Brad.

BRAD: I called Greg because he had a (indiscernible) but he said he already had some tags. So was he part of the two that you already had or is he an extra one and you need another, you need some more people?

DISPATCH: I just spoke with Carlo, the Sacramento dispatcher, and he said that he had got -- he put a couple of tags on a couple of Sacramento guys. So when they're done in Sacramento, they're going to come on up.

BRAD: Okay. Well, Greg Steed, he's one that's coming up now --

DISPATCH: Right.

BRAD: -- because all that he has left is -- so do you still need more or do -- are you good now?

DISPATCH: Greg Steed, and I think he mentioned another one. I'm trying to look at the guys right now.

BRAD: Okay. So I don't need to call anybody else then?

DISPATCH: Yeah, if I've got two coming, I think that should do it.

BRAD: Okay. So you and Carlo worked it out.

DISPATCH: Yeah.

BRAD: Okay.

DISPATCH: Thanks for calling me back.

BRAD: No problem.

DISPATCH: All right. Bye.

* * *

(Start time: 18:54:33)

(Phone rings.)

PETE: Pete speaking.

DISPATCH: Pete, Sal from Dispatch.

PETE: Yeah. Yes, Sal.

DISPATCH: We need some crews going, I don't know if you've heard that there's a plane down in San Bruno.

PETE: I've got troublemen. I'm calling troublemen in.

DISPATCH: Beautiful. Okay. Yeah, I just talked to Scott Robinson --

PETE: Do you need crews? What kind of crews?

DISPATCH: They've got houses burning right now. They want stuff turned off. I can give you --

PETE: Gas crews, electric crews.

DISPATCH: They're calling for both.

PETE: Okay. And a troubleman supervisor.

DISPATCH: Right. So we need troublemen out there and the crews to go with them.

PETE: I'm calling in troublemen already. I don't take care of the crews. That's what I'm saying.

DISPATCH: Okay. Who -- I looked it up --

PETE: What you need to -- I've just got troublemen. It should be Rodney Simon. You know what to do? Call into the -- I'm on the way back to get back into work. Call into the deck in San Carlos. He's opening that up. So basically he'll go full blown in there.

DISPATCH: Yeah, because I don't see any -- we haven't got an e-mail yet.

PETE: None of the lights have gone out. The -- [redacted], I can smell the smoke in San Francisco.

DISPATCH: It's ugly. We can see it on the -- we're bringing it up (indiscernible).

PETE: Do you actually see a plane crash there or what?

DISPATCH: No, that's just what we've been told. It was a plane that went down into it sounds like a gas station and blew

up and took out houses.

PETE: Okay.

DISPATCH: So --

PETE: I'll -- let me -- I'll get moving on the Tmen right now.

DISPATCH: Okay.

PETE: And then --

DISPATCH: I'll try to get a hold of Rodney Simon because I don't see his number in there.

PETE: (indiscernible) any electric crews that are available.

DISPATCH: Okay. Sounds good.

PETE: All right. Thank you. Bye.

DISPATCH: Sure. Bye.

* * *

(Start time: 18:55:26)

LARRY: Sean, this is Larry.

DISPATCH: Hey, Larry.

LARRY: Okay. This looks like it's for real and it may be our stuff.

DISPATCH: Okay.

LARRY: Okay. So here's what -- we need the calvary out. Okay. I've got what looks like one line, transmission line 132 is busted.

DISPATCH: Okay.

LARRY: It was 140 pounds going in. It's only down to 60. Okay.

DISPATCH: Okay.

LARRY: This is the other gas be going into San Francisco all the way in.

DISPATCH: Okay.

LARRY: Now Sullivan, which is the opposite feed, there's two feeds going in up there --

DISPATCH: Okay.

LARRY: -- the flow's increased substantially but it appears to be holding the pressure. So what I need is, is possibly a couple of servicemen checking pressures in the city.

DISPATCH: Okay.

LARRY: Okay. I haven't been able to get a hold of Chuck Martinez, okay.

DISPATCH: Okay.

UNIDENTIFIED SPEAKER: I talked to him.

LARRY: Oh, you did call Chuck. Okay. So we got a hold of Chuck, but you might want to put a couple of servicemen out and check a couple of services to make sure we're not losing any pressure downtown.

DISPATCH: Is there a particular area?

LARRY: I'd say, doggone, the Oakland side of San Francisco.

DISPATCH: The Oakland side of San Francisco.

LARRY: You know what I'm saying. The Bay Bridge side of San Francisco.

DISPATCH: Okay.

LARRY: Okay. Okay. So -- and you might want to alert Peninsula, too. I'll give Peninsula a call.

DISPATCH: Okay.

LARRY: But you might want to alert your on-call gas guy for Peninsula.

DISPATCH: I've already done that.

LARRY: Okay. Good.

DISPATCH: Everyone's pretty much aware of it.

LARRY: Unfortunately, Sean, this may be ours.

DISPATCH: Okay.

LARRY: All right.

DISPATCH: I'll just go ahead and relay the message.

LARRY: Like I said, maybe.

DISPATCH: Okay.

LARRY: It's a big maybe. It looks like it.

DISPATCH: Got it.

LARRY: Okay. Thank you much.

DISPATCH: All right. Bye.

* * *

(Start time: 18:56:20)

DISPATCH: Dispatch, Shonda.

VICTOR: Shonda, hi. This is Victor.

DISPATCH: Yes, Victor.

VICTOR: Hey, does Carlos, I think he has a couple of leaks on his screen. I can go out and actually help him out and do one. I think he has one on -- I think he told me he had one on Heather and then one on Blue Rock or Rue Rock or something or Rubick or something like that.

DISPATCH: Uh-huh.

VICTOR: Does he still have those on his screen?

DISPATCH: He still has -- let's see. He's en route to Reebok and Heather, I don't know. I don't see it any more. Oh, Heather, it shows he completed it.

VICTOR: Oh, he completed it already. He did it already.

DISPATCH: Yes.

VICTOR: Okay.

DISPATCH: Yeah.

VICTOR: Okay. I just wanted to make sure. I wanted to make sure that he's okay. All right.

DISPATCH: Yeah, he's fine.

VICTOR: Okay.

DISPATCH: Okay.

VICTOR: All right. I just wanted to make sure.

DISPATCH: All right.

VICTOR: Okay. Bye-bye.

DISPATCH: Bye-bye.

* * *

(Start time: 18:56:47)

(Phone rings.)

* * *

(Start time: 18:57:34)

(Phone rings.)

WYMAN: Hi, this is Wyman. I'm sorry I cannot answer your call. Please leave me a message, and I'll return your call as soon as I can. Thank you.

RECORDING: At the tone, please record your message. When you've finished recording, you may hang up or press 1 for more options. To leave a callback number, press 5.

DISPATCH: Hey, Wyman, this is Sean calling from dispatch. Give me a call back when you get this message. It's about 6:58. Thanks.

* * *

(Start time: 18:57:41)

MR. SIMON: You've reached Rodney Simon with PG&E. Leave me a message and I'll get back to you as shortly as possible.

DISPATCH: Hey, Rodney. Sal from dispatch. I need a call ASAP. It's 6:57. I guess we have a plane down in San Carlos. We've got major fires. We've got supervisors on site looking for crews to come out and start working. So supposedly the deck's going to be opening, but anyway, if you can give us a

call I'd appreciate it. Thanks. Bye.

* * *

(Start time: 18:57:46)

DISPATCH: Dispatch. Shonda.

NICK: Shonda, this is Nick in Hayward. Did you call me for the IR over there or was that Brenda?

DISPATCH: That was Brenda. Hold on just a moment.

NICK: Did she pull it from me because I don't have it on my screen right now?

DISPATCH: Oh, you know what? I don't know. Let me check. Hold on just a moment.

NICK: Okay.

DISPATCH: Is this Camele (ph.).

NICK: Nick in Hayward.

DISPATCH: Nick in Hayward. Hold on, Nick.

NICK: I think it was on B Street she said.

DISPATCH: Yeah, I think she did pull it. Let's see. Yeah, she got Carris Moore (ph.), he's en route to it.

NICK: Okay.

DISPATCH: Okay.

NICK: That way I've only got to take -- okay. Thank you very much.

DISPATCH: All right. Bye-bye.

* * *

(Start time: 18:58:39)

DISPATCH: Dispatch. Sal.

RANDY: Hey, Sal. Are you busy tonight?

DISPATCH: Yeah, hold on a second. Hold on a second.

(On hold.)

DISPATCH: Hold on, Randy.

(On hold.)

DISPATCH: What are you doing, Randy?

RANDY: I'm looking at this fire on TV. How can I help you?

DISPATCH: Oh, [redacted] I guess a plane went down, took out a gas station.

RANDY: What?

DISPATCH: A plane went down and took out a gas station and it's not pretty.

RANDY: It's not us then, huh? They say they don't know what happened on the news.

DISPATCH: Well, we have a transmission line underground there. So that's what we're thinking.

RANDY: Have you seen the pictures of this thing?

DISPATCH: Yeah, we were looking at it before we got some more calls here.

RANDY: Are you calling a lot of the guys in or what?

DISPATCH: Not yet. But we're going to have to send guys down there to check pressures. So --

RANDY: Yeah, okay. Well, let me know. I'll be by my

phone.

DISPATCH: Yeah, you're not leaving tonight until later. Okay.

RANDY: The guys from the city are all down there right now?

DISPATCH: Nobody's there yet.

RANDY: Really.

DISPATCH: We're trying to get a hold of Wyman right now. We just got a call, they want us -- the load center wants us to go down and check pressures.

RANDY: Yeah, man. It's huge. Okay. I'll let you go, man.

DISPATCH: All right. Thanks.

RANDY: Bye-bye.

DISPATCH: Bye.

* * *

(Start time: 18:59:24)

DILLON: Hey, Sean. This is Dillon in San Francisco.

DISPATCH: Hey, Dillon. What's going on, man?

DILLON: Hey, what's up, man? You know, I got in contact with Holly and she has some material that I be out on a tag at 1111 Fitzgerald, 1111 --

DISPATCH: Okay.

DILLON: -- Fitzgerald, and I was wondering if you could -- if it was okay to send her an assist tag to drop that stuff off

for me.

DISPATCH: No problem. I'll take care of it right now.

DILLON: All right. Thanks, Sean. I appreciate it.

DISPATCH: Sure. You've got it, man.

DILLON: Bye-bye.

* * *

(Start time: 18:60:11)

(Phone rings.)

JERRO: Hello.

DISPATCH: Hey, Jerro, it sounds like it's a gas station that blew up, but it looks like it destroyed a couple of houses, too. So I just wanted to give you a heads up.

JERRO: Yeah, I was on the freeway and I could see the flames like shooting up like how high.

DISPATCH: Yeah. I've got the on-call supervisor. He's headed out there, too. But I just got a report right now, it sounds like a gas station blew up and took a couple of houses with it. So --

JERRO: Yeah, I'm over here in traffic right now. I'm trying to get there.

DISPATCH: Cool, man. Thanks a lot.

JERRO: All right. Bye.

DISPATCH: I've got to call media.

JERRO: Okay. Bye.

* * *

(Start time: 19:00:10)

DISPATCH: Dispatch. Shonda.

UNIDENTIFIED SPEAKER: Hey, Shonda. Is Brenda there?

DISPATCH: She stepped away from her desk. Is there something I can help you with, Bob.

RICH: This is Rich.

DISPATCH: Rich. Okay.

RICH: Hey, what's going on in San Bruno?

DISPATCH: I don't know. They're just saying that several houses --

RICH: Is it our stuff?

DISPATCH: Well, we don't know yet. They're -- they haven't -- we haven't heard anything and we don't know.

RICH: Okay.

DISPATCH: We can't look at Fresno's information. San Bruno is us. We would get that information. Let me see if it --

RICH: They've got like flames shooting into the air like hundreds of feet into the air --

DISPATCH: I know.

RICH: -- on TV. I'm watching it on the news right now.

DISPATCH: I know. They don't know the cause yet. It's 5500 customers.

RICH: It blew up like 10 houses. It looks like a broken main. It's shooting fire so far into the air.

DISPATCH: Oh, really. Well, it says a gas station is

on fire. So I don't know. Let's see.

RICH: Is that a gas station right there, Lisa?

LISA: They don't know if it's a gas station or if it's a plane that crashed over there.

RICH: Well, you'd think they'd know if there's a gas station there or not.

LISA: (indiscernible).

DISPATCH: That's what the newspaper is saying, that it was a gas station that was engulfed in fire, too. But, you know, they don't know yet. Yeah, we just show 5600 customers out, but we don't have any other information yet.

RICH: Electricity or out of gas?

DISPATCH: Electricity. We don't know about gas yet. Let me see if Sean has anything. Hold on. I'm going to transfer you to him, okay.

RICH: Okay.

DISPATCH: All right.

(On hold.)

* * *

(Start time: 19:00:11)

DISPATCH: Dispatch. This is Bob.

ANTHONY: Bob, this is Anthony.

DISPATCH: Antonio.

ANTHONY: 1634 Kaufman, it says safety check appliances.

DISPATCH: Tomorrow.

ANTHONY: Yeah. She'll be here all day.

DISPATCH: 1634 K A U --

ANTHONY: Yes.

DISPATCH: All right. All day tomorrow.

ANTHONY: Yep.

DISPATCH: Very good.

ANTHONY: I appreciate it.

DISPATCH: All right. No problem, buddy.

ANTHONY: Thank you very much.

DISPATCH: Have a good night. Thanks.

ANTHONY: Thanks, bye.

DISPATCH: Bye.

* * *

(Start time: 19:00:59)

(Phone rings.)

RICK: Hi, this is Rick. Leave a message, and I'll get back to you.

RECORDING: At the tone, please record your message. When you've finished recording, you may hang up or press 1 for more options. To leave a callback number, press 5.

DISPATCH: Hey, Rick. This is Sean calling from dispatch. Looking for some help out in Coma, if you can call me back if you're interested.

* * *

(Start time: 19:01:01)

DISPATCH: Dispatch. This is Sal.

WYMAN: Hi, Sal. Wyman.

DISPATCH: Wyman. I guess the load center called and wants us to start checking pressures from down there up.

WYMAN: No problem.

DISPATCH: So we need to pull some GSRs and start checking pressures.

WYMAN: Okay.

DISPATCH: I'm not sure what that entails or where you guys check them at. I'm not sure.

WYMAN: Yeah, we've got (indiscernible).

DISPATCH: Okay.

WYMAN: I'm on my way out there anyway right now.

DISPATCH: Okay.

WYMAN: (indiscernible) go ahead and inform our directors and let me know who you are able to get a hold of.

DISPATCH: I know Ruben's been talked to. Doug had Ruben on the phone.

WYMAN: Okay. Let me know who you're going to grab.

DISPATCH: Do we have anybody specifically we can -- how many do we need to send down to check pressures? How many guys?

WYMAN: Jerro's there, right?

DISPATCH: What's that?

WYMAN: Jerro's there already, right?

DISPATCH: Jerro's there on site with Scott Robinson.

He was driving by and he said he responded out there. So Scott Robinson's on site with Jerro.

WYMAN: Okay. I'll tell you what. I'll give you a -- I'll call somebody, okay. I'll call you back as soon as --

DISPATCH: Yeah, and if you want one or two, whatever you need, just pull whoever you need and we can fill it in.

WYMAN: Okay. I'll call you back. Bye.

DISPATCH: Okay. Thanks. Bye.

* * *

(Start time: 19:01:40)

RECORDING: Please hold while the subscriber you are trying to reach is located.

* * *

(Start time: 19:02:02)

DISPATCH: Dispatch. Marcus speaking.

MR. DECORE: Marcus, John Decore.

DISPATCH: What's happening, John?

MR. DECORE: Hey, what's going on with this fire?

DISPATCH: We don't know yet. We don't know if it's actually a plane that went down or explosion. We were told that maybe a plane went down into a gas station. We're not sure.

MR. DECORE: Okay. Obviously, do you have local people responding?

DISPATCH: You probably know more about it than we do right now. We don't --

MR. DECORE: I'm just listening to the radio, and I was just driving, and I could see the plume from over the Golden Gate Bridge.

DISPATCH: It's that big, man. It's huge.

MR. DECORE: Yeah, okay. So you guys -- are you guys dispatching anybody yet?

DISPATCH: Yeah, well, we've already got media and all those people, we've got all kinds of people we've dispatched but, no, they're sending GSRs to do like pressure tests. They can't do anything. This thing is burning -- I mean it's big.

MR. DECORE: Okay.

DISPATCH: It looks like a plane, I mean it just -- because it's scattered over a wide area.

MR. DECORE: It is. Okay. Okay. Of course, you guys have TV, right?

DISPATCH: No. We've got computers and --

MR. DECORE: Yeah, so you can look at pictures via that.

DISPATCH: Yeah.

MR. DECORE: Okay. Well, pencil me in if people need to go down there. I can go down.

DISPATCH: All right, John. Okay. Thanks, man.

MR. DECORE: Okay.

DISPATCH: Yeah, it look like they may be calling in quite a few people.

MR. DECORE: Yeah, I would think so, if it's as big as

it sounds.

DISPATCH: Yeah. Yeah.

MR. DECORE: All right. Thanks, man.

DISPATCH: All right. Thanks. Bye now.

MR. DECORE: Bye.

* * *

(Start time: 19:02:02)

KIRSTEN: Hi, this is Kirsten calling from (indiscernible) Sheriff's office.

DISPATCH: Hello.

KIRSTEN: Hi, I'm calling to find out if you guys are shutting down all the power in the area of San Bruno.

DISPATCH: At this point, do you have a contact number? Maybe I can get somebody to give you a call back.

KIRSTEN: Sure, you can call us here (indiscernible) area code [redacted] --

DISPATCH: [redacted]

KIRSTEN: -- [redacted].

DISPATCH: 4195.

KIRSTEN: Yeah.

DISPATCH: Got it. I'll get somebody to give you a call.

KIRSTEN: You guys know about the plane crash, right?

DISPATCH: We know about what's going on, but we didn't know it was a plane crash. So that's great.

KIRSTEN: Okay.

DISPATCH: I'll go ahead and relay that message.

KIRSTEN: Okay. And then you'll have somebody call us back?

DISPATCH: Definitely.

KIRSTEN: Okay. Thank you.

DISPATCH: Sure.

* * *

(Start time: 19:02:04)

MATT: You've reached Matt. Go ahead and leave me a message and I will call you --

* * *

(Start time: 19:02:19)

DISPATCH: Dispatch. Shonda.

UNIDENTIFIED SPEAKER: Hey, Shonda, what's going on this morning? (indiscernible) San Francisco.

DISPATCH: Hey, nothing much.

UNIDENTIFIED SPEAKER: I'm with gas group foreman services.

DISPATCH: Uh-huh.

UNIDENTIFIED SPEAKER: No, I was just watching the news. I seen there was a house explosion in San Bruno.

DISPATCH: Yeah, it is. But I don't know if we have any information yet. Let me see. Hold on.

UNIDENTIFIED SPEAKER: Okay.

(On hold.)

DISPATCH: I'm going to transfer you to the Peninsula dispatcher. Hold on.

UNIDENTIFIED SPEAKER: Okay.

* * *

(Start time: 19:02:36)

DISPATCH: (indiscernible).

MR. HICKEY: Yeah, dispatch, this is Hickey. I called earlier, told you that I think that's a transmission line.

DISPATCH: Yeah.

MR. HICKEY: Okay. I'm in the Coma yard now. I'm looking at it on the air. The line runs right down there. That's a [redacted] transmission line blowing.

DISPATCH: Yeah, they're already calling for crews. So --

MR. HICKEY: Okay. I've got Ed Sicinger (ph.). I've got Brad coming in. We need Craig for Zackerly (ph.). I do not know his home phone number. He lives in Pacifica. He's an M&C mechanic.

DISPATCH: Yeah, but we don't have that number unfortunately.

MR. HICKEY: I can't get him on my cell phone. He's got it off or what the [redacted], but he doesn't, you know, [redacted].

DISPATCH: Yeah.

MR. HICKEY: And I tried Olivio. I can't get him. Dice

(ph.) is on vacation. I don't know who else we could pull. Dice is on vacation, but you might want to call these guys in here.

DISPATCH: Yeah.

MR. HICKEY: This is a big shutdown. It's going to have to go into the Healy (ph.) cross tie, and I'm not sure exactly what valves are going to have to valve that [redacted] thing off.

DISPATCH: Okay. Hold on one second because --

MR. HICKEY: That's a scenario we never thought of in that area, but Jesus.

DISPATCH: Yeah, it's not pretty.

MR. HICKEY: No.

DISPATCH: He's on the other line, too.

MR. HICKEY: Who's that?

DISPATCH: Hold on. We've got -- this is Hickey on the phone. He's trying to get -- he's an on M&C mechanic. So he's trying to get guys in here. Yeah, we're getting calls up the ying-yang now. It's getting busy for us.

MR. HICKEY: Okay.

DISPATCH: Okay.

MR. HICKEY: Tell them to come in, any OM&C mechanics, get in here because the streets are all [redacted] up, too. So I don't know if we're going to need a police escort out of here to get up to the main. We're going to have to go into the cross tie by Cambridge and shut that isolated valve, and I do not know which one is crossing into that, and that involves a (indiscernible)

station that could shut down -- oh, this is complicated here.

DISPATCH: Okay.

MR. HICKEY: [redacted].

DISPATCH: Who's the supervisor? The OM&C supervisor?

MR. HICKEY: Dyson, Rob Dyson, but he's on vacation. The relieving guy is Polo (ph.), Steve Polo.

DISPATCH: Steve.

MR. HICKEY: Polo. Should I try to call -- I don't know his home phone number. I don't have that.

DISPATCH: Let me see if I can find him -- because we don't have OM&C numbers that I know of.

MR. HICKEY: Let me call. I'll call him. You've got my number right here, right?

DISPATCH: I do not. Give me your number.

MR. HICKEY: Okay. [redacted].

DISPATCH: And your name once again?

MR. HICKEY: Pardon me.

DISPATCH: What was your name? Mike --

MR. HICKEY: 650 -- Mike Hickey, H I C K E Y.

DISPATCH: Okay. Mike. So how many guys have you got out already, you've contacted?

MR. HICKEY: I'm in the yard. Chris Bower told me to wait in the yard here.

DISPATCH: Who's Chris Bower?

MR. HICKEY: He's the guy on call or the guy that called

me. He's in San Carlos.

DISPATCH: Chris Bower. Okay.

MR. HICKEY: Yeah, Chris Bower.

DISPATCH: Because we're working two different ways. I'm doing electric. Sean's doing gas. So Chris Bower, okay.

MR. HICKEY: Oh, [redacted]. Look at that thing blow. That's only going to get worse, too. Because the feeders are going to feed it. We need to cut down the inlet valve that's coming out of the (indiscernible). We've got to shut that off right now.

DISPATCH: Okay.

MR. HICKEY: [redacted]. I'm looking at it now and I mean, [redacted], I'm sitting in the yard here. I might need a police escort to get up to that area. There's a lot -- that's a large area and the valves are like two miles apart. One's in the (indiscernible) by San Andres Lake, and the other one is down by the old Baker's Square that's in the cross tie. That's Healy Station, Crestwood and Roaming Wood.

DISPATCH: Yeah.

MR. HICKEY: It's a vast area, but that needs to be addressed soon.

DISPATCH: Okay. Thank you. Bye.

MR. HICKEY: Bye-bye.

DISPATCH: Thanks, Chris. I mean --

* * *

(Start time: 19:02:40)

RICH: Hey, Sean, it's Rich. Rich from Hayward.

DISPATCH: Hey, Rich. What's up, man?

RICH: Hey, what's going on in San Bruno?

DISPATCH: There's a plane that crashed I guess and took out [redacted] near 10 houses.

RICH: A plane that crashed.

DISPATCH: A plane crashed. A plane crashed basically per the police department and then, I don't know, it must have took our or did something with our transmission line because we've got a transmission line that runs right around there, and basically there's at least a minimum of 10 houses that are burned up.

RICH: Yeah, it's got -- I mean like a plume of flame going straight up in the air for, I mean like --

DISPATCH: Oh, yeah, I know.

RICH: -- it looks like five stories high.

DISPATCH: At least. Yeah, definitely.

RICH: So are they going to be calling people tonight or what?

DISPATCH: You know what? I have no idea right now. I'm in the midst of trying to call these Tmen out because they need the power shut off in that whole area.

RICH: All right. Well, put me on the list if you need to call me.

DISPATCH: You've got it. I'll let them know.

RICH: Thanks.

* * *

(Start time: 19:03:56)

RECORDING: Please hold while the subscriber you are trying to reach is located.

Please hold while the subscriber you are trying to reach is located.

DAVID: Hi, this is David. I'm sorry I missed your call. Please leave a message. Thank you.

DISPATCH: Hey, Dave. This is Sean calling from dispatch. I'm looking for some help our in Coma. If you're interested, give us a call.

* * *

(Start time: 19:04:36)

EDDIE: Hey, Sean. This is Eddie. Can you give me a (indiscernible) --

DISPATCH: Eddie, I need you to call the call center, man. It's way too busy in here right now unfortunately. We've got a big --

EDDIE: Yeah, I know. (indiscernible).

DISPATCH: You know what. I have to put you on hold, Eddie. I've got an explosion out in San Bruno.

EDDIE: Okay. I'll call you back when I'm done here. I'll call you back later.

DISPATCH: Thanks, man. Sorry about that.

EDDIE: No, no, no.

DISPATCH: Turn on the radio, and you'll know what's going on.

EDDIE: Okay. All right.

* * *

(Start time: 19:04:41)

MATT: You've reached Matt. Go ahead and leave me a message and I will --

* * *

(Start time: 19:05:10)

(Phone rings.)

DAVE: Hello.

DISPATCH: Hey, Dave. This is Sean calling from dispatch.

DAVE: Yes, sir.

DISPATCH: We're looking for some help out in Coma. I don't know if you're watching the news or not.

DAVE: What happened?

DISPATCH: A plane hit a house apparently and there's like a whole area that's just burning right now.

DAVE: Whoa.

DISPATCH: Yeah.

DAVE: What street?

DISPATCH: It is Sneath and Skyline. You can't miss it. The flames are at least five stories high they say.

DAVE: Sneath and Skyline. Okay. All right. I'll head up there.

DISPATCH: All right, man. Thanks a lot. Pete's going out there, too. So if you want to get a hold of him, they're trying to look for crews and everybody they can get their hands on.

DAVE: Okay.

DISPATCH: Thanks a lot.

DAVE: All right.

* * *

(Start time: 19:05:48)

(Phone rings.)

FRED: Hello.

DISPATCH: Fred.

FRED: Yeah.

DISPATCH: It's Chris from dispatch again.

FRED: Uh-huh.

DISPATCH: Hey, I was talking to Carlo and he's going to send up two guys from Sacramento, but he only gave them two jobs each because these guys have been working just as hard in Roseville as everybody else at that outage and --

FRED: Right.

DISPATCH: -- so what I've got is -- I still have two Roseville GSRs. One informs me he's pretty much beat, and he's going to go home.

FRED: Yeah.

DISPATCH: I've got -- I'm looking at three jobs that just came in that are part of the outage and the one Roseville GSR I do still have out there is Dennis Ferguson, and he's got -- let me see what he's got. He's got three tags.

FRED: Okay.

DISPATCH: So right now I've got seven tags, and Dennis has already been extended since 4:30, and he's been working the outage throughout the week also.

FRED: Okay. What two guys does -- I mean are from Sacramento? I know Greg Steed is one.

DISPATCH: Aaron Tong (ph.) is the other one he gave two tags to. He gave two to Steed, Greg Steed and two to Aaron Tong, and he said he hadn't even spoke to Greg Steed about it. So he's hoping he would see the work and then call in and then go ahead and go.

FRED: Yeah, he is. I spoke with Steed.

DISPATCH: Yeah.

FRED: I spoke with Greg. So he's on his way up. He's going to be on his way up once he's finishes this next job.

DISPATCH: Yeah, he -- in fact, he's on his way right now.

FRED: Yeah.

DISPATCH: It looks like we're going to have to force somebody else, there's someone that keeps staying out there, you

know.

FRED: Okay. I'd call Brad Chambers but he is the south guy and Zack. Bonnie, I know she's working right now.

DISPATCH: Unless you want to extend Dennis Ferguson longer. I mean I don't know how long they're obligated to actually stay out there.

FRED: No, I'll make some calls. I'll call Carlo, and if you can transfer me, I can see who he has out on this list so I don't call someone that doesn't need to be called.

DISPATCH: Okay. Let me transfer you over. Hold on.

FRED: Okay.

(On hold.)

* * *

(Start time: 19:06:02)

DEMPSEY: Hey, dude, it's Dempsey.

DISPATCH: Hey, Dempsey, what's up, man?

DEMPSEY: Hey, are you guys going to need any more people in San Bruno if something happens up there because they've got that big fire going on?

DISPATCH: Yeah. I'll let you know.

DEMPSEY: Do you have my personal cell number?

DISPATCH: No. Can you hold on one second though, Dempsey? It's pretty crazy in here.

(On hold.)

DISPATCH: -- call you back, man.

DEMPSEY: That's fine. I'll just catch you in a little while.

DISPATCH: All right. Cool.

* * *

(Start time: 19:06:03)

(Phone rings.)

* * *

(Start time: 19:06:15)

MATT: You've reached Matt. Go ahead and leave me a message and I'll --

* * *

(Start time: 19:06:22)

UNIDENTIFIED SPEAKER: Hi, Sal. Go ahead and an assist tag to (indiscernible).

DISPATCH: We don't have any, we don't have any tags. They're just going to have to roll.

UNIDENTIFIED SPEAKER: Okay.

DISPATCH: We have nothing. We don't have an address yet.

UNIDENTIFIED SPEAKER: Okay. That's fine. I'll just pull them.

DISPATCH: Just yank them. Andy Lamb (ph.) said we just need to have somebody finish his work.

UNIDENTIFIED SPEAKER: Don't worry about those. I'll figure something out and then I'll have that person call you for

it, okay.

DISPATCH: Okay. Sounds good.

UNIDENTIFIED SPEAKER: Thank you. Bye.

DISPATCH: Bye-bye.

* * *

(Start time: 19:06:22)

MR. BELCHER: Sean, what's going on. Mark Belcher (ph.) out of San Francisco.

DISPATCH: Hey, Mark, what's up, man?

MR. BELCHER: I was watching the news and I seen there was some houses exploded in San Bruno.

DISPATCH: Yeah, a plane crashed I guess. That's what the fire department just told me.

MR. BELCHER: Really.

DISPATCH: Yeah.

MR. BELCHER: Because they didn't know what happened. All they said was there's a house, a house. There was an explosion. I don't know if it was a gas explosion or what.

DISPATCH: Yeah. Apparently a plane crashed and I don't know what happened from there, but you think I can call you back or you can call me back maybe because it's pretty crazy in here.

MR. BELCHER: Oh, no, no, that's cool. Because I was trying to get a hold of the on-call and I couldn’t get a hold of him.

DISPATCH: Who? Rodney Simon or Pete.

MR. BELCHER: No, I'm out of San Francisco. I'm trying to get a hold of my guy.

DISPATCH: Oh, okay. They said they're going to be needing crews and everybody they can get their hands on. So --

MR. BELCHER: For that job?

DISPATCH: As far as for right now. I mean the fire department wants us to shut that whole area down. So -- you might want to call Rodney Simon. He's the on-call. I'm trying to get a hold of him right now.

MR. BELCHER: No, I'll just leave my phone on. I don't want them thinking I'm chasing after them. So I'll just -- if they want me, they'll call me. I'm available.

DISPATCH: Sounds good, man. Thanks.

MR. BELCHER: Thanks.

* * *

(Start time: 19:06:22)

MR. GREEN: Carlo, this is Mike Green.

DISPATCH: Hey, Mike.

MR. GREEN: I'm right here on (indiscernible) order, and I smell some gas somewhere in the area. I'm not sure where it's coming from. It's a little breezy right here, but I do smell gas a little bit.

DISPATCH: Okay.

MR. GREEN: Can I have a (indiscernible) come out here and check this with me please?

DISPATCH: Of course. Of course. Hold on. What's the exact address over there, Mike?

MR. GREEN: Okay. I'm on -- it's close to -- I'm on Schuler --

DISPATCH: Sugar or Schuler.

MR. GREEN: Let me double check. Let me give you a house number. It's 187 -- the house number, 187, and let me see the spelling of this. It looks like it's called Schuler Ranch Drive, S C H U L E R, Schuler Ranch Drive.

DISPATCH: Okay. Okay. So (indiscernible) where now, Mike?

MR. GREEN: Well, yeah, the send them to me. I'm going to hang around here because I can smell it, and I have no idea where it's coming from. So I'm going to be hanging around here until they show up.

DISPATCH: Okay. Let me call, I think it's Ernest. So let me give him a buzz.

MR. GREEN: Okay. Is this out of Sacramento? This is out of (indiscernible), right?

DISPATCH: Yeah, I think at nighttime it's all the same, but let me double check that. Hang on.

MR. GREEN: I think it's (indiscernible) Williams out of (indiscernible). You may want to check that.

DISPATCH: Okay.

MR. GREEN: I think it's (indiscernible) Williams.

DISPATCH: I think it's a different guy this week. Yeah, it's Ernest for this week, man.

MR. GREEN: For the whole area?

DISPATCH: Yeah, I'm pretty sure. I'll give him a call.

MR. GREEN: Okay. And I said Woodland (indiscernible) Woodland.

DISPATCH: Okay.

MR. GREEN: Okay. I'll stand by for a call or something.

DISPATCH: Okay.

MR. GREEN: (indiscernible). Thank you.

DISPATCH: All right. Bye-bye.

MR. GREEN: Bye.

* * *

(Start time: 19:07:36)

GAS CONTROL: Gas control, Barry speaking.

DISPATCH: Hey, Barry. This is Sean calling. I just want to give you an update. The fire department called and said apparently that a plane crashed into one of the houses I guess and that's what started the whole thing.

GAS CONTROL: Yeah, we've heard that, too. The fire department in San Bruno called.

DISPATCH: San Mateo, you know, I don't know exactly the agency but it's one of the San Mateo agencies called, and they want that whole area shut down as far as power, but then I said,

you know what's going on? They said, have you heard? A plane crashed. So --

GAS CONTROL: Yeah. See, we have one our guys that's there at the scene. He says the flames are so big that it looks like a plane crash. It's easy to believe it's a plane crash.

DISPATCH: Okay.

GAS CONTROL: We have indication that it's a gas line break.

DISPATCH: Okay.

GAS CONTROL: And we're staying with that. If you talk to the fire department, I would inform them of that.

DISPATCH: Okay.

GAS CONTROL: Right now we have crews rolling. We have everybody in the world activated, trying to respond to this.

DISPATCH: Got it.

GAS CONTROL: Okay, Sean.

DISPATCH: Thank you.

GAS CONTROL: Later.

DISPATCH: Bye.

* * *

(Start time: 19:08:20)

(Phone rings.)

CHRIS: Hi, this is Chris.

NATALIE: Hey, Chris. It's Natalie. I noticed that 5 Dade got canceled. That's weird.

CHRIS: It was completed on arrival.

NATALIE: Oh, it was completed on arrival?

CHRIS: Yeah, there was two of them earlier and one of them changed to a number 1.

NATALIE: Oh.

CHRIS: I had two 5 Dades and one dropped out and it showed up --

NATALIE: Oh, I --

CHRIS: -- (indiscernible).

NATALIE: Huh. How odd. Okay. All right. I was just checking because I wanted to let you know I didn't cancel anything.

CHRIS: Okay.

NATALIE: Okay. Is there any ones that you want me to move over to Crown Over (ph.)?

CHRIS: No, I've got this one on Victoria and then I've got three restores or four restores or something like that.

NATALIE: Yeah. Yeah, exactly. That's it. Okay.

CHRIS: Okay.

NATALIE: Because he's down to his last tag, and that's why I was asking.

CHRIS: Okay.

NATALIE: Okay.

CHRIS: It should be about half an hour, 45 minutes to do those restores.

NATALIE: Okay. No problem.

CHRIS: (indiscernible).

NATALIE: Yeah. Okay. Sounds good. Thanks.

CHRIS: Except the one in Roner Park.

NATALIE: I can give that to Tonny (ph.).

CHRIS: Okay.

NATALIE: What happened was I thought maybe you had picked that one up when you were done with that one with Monique or whatever it was.

CHRIS: I didn't even catch that.

NATALIE: Okay.

CHRIS: I was trying to get to the 5 Dade.

NATALIE: Okay. No problem. So I'll give that one to Tonny. So then that way you don't have go back down that way.

CHRIS: Okay.

NATALIE: Okay. Thanks.

CHRIS: Thanks.

NATALIE: Bye-bye.

* * *

(Start time: 19:09:13)

MR. RUSSELL: Hello.

DISPATCH: Dispatch. Sherry.

MR. RUSSELL: Sherry, I just had a quick question. This is Steve Russell. I'm an employee. Who would I call if I have trouble with a water heater with the pilot light or relight?

DISPATCH: You can call (indiscernible) number.

MR. RUSSELL: I'm used to calling dispatch for everybody else, and I was just wondering who to call for my own.

DISPATCH: Who is this?

MR. RUSSELL: Steve Russell. I'm out of Sacramento.

DISPATCH: And you need somebody in Sacramento?

MR. RUSSELL: Yes.

DISPATCH: Which address?

MR. RUSSELL: 8628 Culpepper Drive.

DISPATCH: Spell the street.

MR. RUSSELL: C U L P E P P E R.

DISPATCH: And what's the problem?

MR. RUSSELL: It's not relighting. I was trying to do it myself, but it's not relighting.

DISPATCH: And you need a relight.

MR. RUSSELL: Yeah.

DISPATCH: Steve, what's your last name?

MR. RUSSELL: Russell, R U S S E L L.

DISPATCH: Russell. Are you a GSR? No, you couldn't be because you would have lit it.

MR. RUSSELL: No, I'm not a GSR. I'm gas. I'm on the gas side. I'm usually called when I hook it up.

DISPATCH: Okay. Hold on one second.

MR. RUSSELL: Okay.

(On hold.)

DISPATCH: -- second. I just have to make sure we have enough people out here.

MR. RUSSELL: Okay.

DISPATCH: What's your phone number just in case we get booked up and I have to call you back?

MR. RUSSELL: Okay. [redacted] area code, [redacted].

DISPATCH: 4954. What appliance is it?

MR. RUSSELL: A hot water heater.

DISPATCH: Hot water heater. Okay. We'll send someone out.

MR. RUSSELL: Excuse me.

DISPATCH: We'll send someone out.

MR. RUSSELL: Okay. Thank you.

DISPATCH: Uh-huh.

MR. RUSSELL: Bye-bye.

DISPATCH: Bye.

* * *

(Start time: 19:09:23)

(Phone rings.)

DISPATCH: Dispatch. Talk to me.

CARLO: Ernest, Carlo. Do you also cover Woodland?

DISPATCH: Say that again?

CARLO: Do you also cover Woodland?

DISPATCH: Yes.

CARLO: All right, man. I have a GSR calling in for a

flame back.

DISPATCH: Okay. Okay. Go ahead.

CARLO: All right. Mike Green calling in for a flame back at 187 Schuler Ranch Drive in Woodland.

DISPATCH: Spell it.

CARLO: S C H U L E R, Ranch, R A N C H.

DISPATCH: Drive.

CARLO: Drive, correct. And it's in Woodland.

DISPATCH: Okay.

CARLO: And --

DISPATCH: What's his phone number?

CARLO: 530-362-2273.

DISPATCH: 362 --

CARLO: 2273.

DISPATCH: His name?

CARLO: Mike Green.

DISPATCH: Okay. All right. I'll get somebody rolling.

CARLO: You need a number. 17374.

DISPATCH: Cool. Thanks a lot.

CARLO: All right, man. Bye.

DISPATCH: All right, Carlo. Bye.

* * *

(Start time: 19:09:38)

PG&E EMERGENCY: PG&E Emergency. Mary speaking.

ANGELO: Hi, Mary. Angelo out of Baywater.

PG&E EMERGENCY: Hi, Angelo. How are you?

ANGELO: I'm okay. I don't know if you know this, and I hate to ask this, but do you guys know anything about the explosion over in San Bruno?

PG&E EMERGENCY: Well, we're trying -- no, we haven't really learned what exactly caused it. So we're --

ANGELO: Yeah, we're getting a lot of --

PG&E EMERGENCY: A lot of calls about it?

ANGELO: Yeah.

PG&E EMERGENCY: Yeah. I can imagine.

ANGELO: Even though it's not our own jurisdiction, we're getting a lot of calls.

PG&E EMERGENCY: Yeah, I hear you. No, we --

ANGELO: Actually, we've go affiliation with San Francisco Water, too, out there. So it's kind of like --

PG&E EMERGENCY: Yeah. I wish we --

ANGELO: Did a plane crash? We don't know.

PG&E EMERGENCY: Yeah, that's what we heard on the news, but no one has confirmed that with us. So --

ANGELO: Right. Yeah. Same here. We're looking at everything. So --

PG&E EMERGENCY: Yeah.

ANGELO: We haven't got any new on it.

PG&E EMERGENCY: No, if we hear something, we'll call you back.

ANGELO: Okay. Cool. Appreciate it.

PG&E EMERGENCY: Sure.

ANGELO: Bye.

PG&E EMERGENCY: Bye-bye.

* * *

(Start time: 19:10:13)

MR. SIMON: You've reached Rodney Simon. Leave me a message and I'll get back to you as shortly as possible.

* * *

(Start time: 19:10:25)

MR. LAMB: This is Andy Lamb.

DISPATCH: Andy, what have you got?

MR. LAMB: Basically, you see on my jobs, the Beaumont (ph.), Beaumont, I gave it to Kenny Lamb, because Juan called me and he want me to respond to the Skyline.

DISPATCH: Yeah. It's pretty ugly.

MR. LAMB: I know. So all the jobs on Beaumont, give it to Kenny.

DISPATCH: Kenny Lamb. Sounds like a plan. We're going to be here tonight. Kenny Lamb.

MR. LAMB: Okay. Thanks a lot.

DISPATCH: All right. We'll talk to you. Bye.

MR. LAMB: Bye-bye.

* * *

(Start time: 19:10:30)

(Phone rings.)

RODNEY: (indiscernible) Rodney.

DISPATCH: Hey, Rodney. This is Sean calling from dispatch.

RODNEY: Yes, sir.

DISPATCH: I've got I guess the emergency agency wanted to talk to somebody. I guess they wanted the power shut off in that whole area, and they wanted to talk to somebody about it.

RODNEY: Yeah, I've got the power shut down.

DISPATCH: Okay. So you --

RODNEY: I'm here at San Bruno.

DISPATCH: Okay. So the power's shut down. Okay. I'll call them back and let them know.

RODNEY: Yeah, okay.

DISPATCH: Got it. Thanks.

* * *

(Start time: 19:11:26)

ANDY: Hey, Sal. It's Andy. Can I get the Gary (ph.) back?

DISPATCH: Which one?

ANDY: Gary.

DISPATCH: 3555. 3555, okay.

ANDY: 555, 57, 567, 565.

DISPATCH: Okay. Let me see if I can find Kenny right quick. So you want all of Gary.

ANDY: Yes, Gary back. Thank you.

DISPATCH: Bye.

* * *

(Start time: 19:12:54)

(Phone rings.)

PETE: -- speaking.

DISPATCH: Hey, Pete. This is Sean calling from dispatch.

PETE: Yeah.

DISPATCH: Cavanaugh is coming out. Do you want me to call the other two guys that are on there to see if they want to come?

PETE: (indiscernible).

DISPATCH: What was that?

PETE: All the Coma guys report to Coma. I'm not using an optional callout either. It's basically you're coming in. No excuses.

DISPATCH: Okay. I couldn't get a hold of (indiscernible) just to let you know. Apparently they said it was a plane crash per the fire department.

PETE: Okay. He lives right up here (indiscernible).

DISPATCH: Okay.

PETE: It's pretty much right over him it sounded like.

DISPATCH: Got it. I'll go ahead and call him and let him know.

PETE: I've got -- Chad Moore (ph.) is going to be down there. There's going to be some duplicative calls, but if you're (indiscernible), it would be better off if he was doing it.

DISPATCH: No problem.

PETE: All right. Thank you.

DISPATCH: Sounds good. Sure.

PETE: Bye.

* * *

(Start time: 19:13:00)

MATT: You've reached Matt. Go ahead and leave me a message, and I will call you back.

RECORDING: At the tone, please record your message. When you've finish recording, you may hang up or press 1 for more options. To send a fax, press 4 now. To leave a callback number, press 5.

DISPATCH: Hi, Matt. Sherry in dispatch. I'm trying to give you an IR. I left a few messages (indiscernible). Give me a call. Thanks. Bye.

* * *

(Start time: 19:13:10)

MR. de la CRUZ: Hey, we're not involved in that fire, are we?

DISPATCH: Yes, we are. I don't know what we're involved with yet, but we know a plane went down and --

MR. de la CRUZ: The FAA said no aircraft was involved.

DISPATCH: The FAA is now saying no aircraft.

MR. de la CRUZ: No aircraft involved.

DISPATCH: We're hearing from the fire department that there was an airplane. So we're getting conflicting stories. Who's this anyway?

MR. de la CRUZ: This is Manny in Rochelle (ph.).

DISPATCH: Okay.

MR. de la CRUZ: I just want to make sure, man. I'm close by if you guys need help.

DISPATCH: Okay. Let me have your -- God only knows, Manny. What's your phone number?

MR. de la CRUZ: [redacted].

DISPATCH: [redacted] --

MR. de la CRUZ: I've got my truck with -- I've got my truck at home. I can go home.

DISPATCH: [redacted] and, Manny, what's your last name again?

MR. de la CRUZ: de la Cruz.

DISPATCH: de la Cruz, yes. Okay. If we need you, we'll give you a call.

MR. de la CRUZ: All right. Cool.

DISPATCH: Thanks, Manny.

MR. de la CRUZ: You're welcome. Bye.

DISPATCH: Bye.

* * *

(Start time: 19:13:36)

(Phone rings.)

MR. QUINN: Yes, you've reached Fred Quinn, and unfortunately I cannot take your phone call at this moment. If you would leave your name, number and a message, I will return the call at my earliest convenience. Thanks again for calling and have a safe day.

RECORDING: At the tone, please record your message. When you've finished recording, you may hang up or press 1 for more options. To send a fax, press 4 now. To leave a callback number, press 5.

DISPATCH: Hey, Fred, Carlo at dispatch. It's 7:14 on Thursday. I understand that you wanted to talk to me. Please give me a call back. Thank you.

* * *

(Start time: 19:13:49)

WYMAN: Hi, Mary.

DISPATCH: Busy night.

WYMAN: Yeah. Hey, listen. Can you look up John Carona's name for me please.

DISPATCH: Sure. Hold on a second and I'll do that. Let's see. Okay. I've got a cell phone number of 415-716-8088.

WYMAN: Okay. Is Sal still -- is he on the phone?

DISPATCH: Let me look over.

WYMAN: Okay.

DISPATCH: I don't -- hold on a second. Yeah, he's

going to get you right now.

WYMAN: Okay. Thank you.

DISPATCH: Okay.

* * *

(Start time: 19:14:02)

(Phone rings.)

RICK: Hi, this is Rick. Leave a message and I'll get back to you.

RECORDING: At the tone, please record your message. When you've finished recording, you may hang up or press 1 for more options. To leave a callback number, press 5.

DISPATCH: Hey, Rick, this is Sean calling from dispatch. Per Pete, apparently all the Tmen need to report to the yard or call him. We had a big explosion over in San Bruno. I just want to give you a heads up.

* * *

(Start time: 19:14:41)

(Phone rings.)

RECORDING: You have reached an invalid --

* * *

(Start time: 19:14:49)

UNIDENTIFIED SPEAKER: Hey, I'm a PG&E employee in Augusto (ph.).

DISPATCH: Yes.

UNIDENTIFIED SPEAKER: And I just heard on --

DISPATCH: Can you hold on one second, ma'am?

UNIDENTIFIED SPEAKER: Yeah.

DISPATCH: I'm sorry. I've got a couple of emergencies. Hold on.

(On hold.)

* * *

(Start time: 19:14:51)

DISPATCH: Dispatch. Brenda.

BRIAN: Hi, Brenda. This is Brian.

DISPATCH: Hi, Brian.

BRIAN: Hi. Is your supervisor very busy? I'm calling back about that. We can see the flames or the smoke and stuff from over here.

DISPATCH: Okay. Hold on.

(On hold.)

* * *

(Start time: 19:14:51)

MATT: You've reached Matt. Go ahead and leave me a message and I will call you back.

* * *

(Start time: 19:15:01)

DISPATCH: Dispatch. Marcus speaking.

CHARLIE: Marcus, Charlie in Marin.

DISPATCH: What's happening, Charlie?

CHARLIE: Hey, I just met up with Gordon. Can you give

me Hickory off of him, Gordon Womble (ph.)?

DISPATCH: Sure.

CHARLIE: I'll take care of that and then he'll do Cascade, and we'll go get something to eat and then check in with you.

DISPATCH: Okay. Thanks, Charlie.

CHARLIE: Good. Thank you.

DISPATCH: Appreciate it, man. Okay.

CHARLIE: Bye-bye.

* * *

(Start time: 19:15:02)

UNIDENTIFIED SPEAKER: Hey, Sean. I need to find out if anybody made a call to the load center.

DISPATCH: Yeah, we already called the load center. If you want, I can give you the number if you have any information for them.

UNIDENTIFIED SPEAKER: Okay. I just want to make sure that's covered as well, too. That's all.

DISPATCH: Yes, they are covered.

UNIDENTIFIED SPEAKER: Okay. Very good. Thank you.

DISPATCH: Sure.

* * *

(Start time: 19:15:28)

JOE: Hello. You've reached Joe's cell phone. Please leave your name. I'd appreciate it.

UNIDENTIFIED SPEAKER: No, I took care it.

DISPATCH: You did.

UNIDENTIFIED SPEAKER: Yeah, I took care of it, Sal.

DISPATCH: Okay.

RON: Ron.

UNIDENTIFIED SPEAKER: Ron, I ain't got time, Ron.

* * *

(Start time: 19:15:39)

MR. AVALOTTA: Hey, is Sal there?

DISPATCH: He's running. Who's this.

MR. AVALOTTA: This is Ron.

DISPATCH: Ron.

MR. AVALOTTA: Ron Avalotta (ph.).

DISPATCH: Ron Avalotta.

MR. AVALOTTA: Hey.

DISPATCH: What have you got, Ron?

MR. AVALOTTA: Hey, what's going on in Daily City, man. Someone mentioned something about a natural gas explosion or a plane crash or something.

DISPATCH: We're not sure what's going on. They're saying a plane crashed, plane didn't crash. We don't know what's going on yet. It's a huge fire going. We don't know.

MR. AVALOTTA: Okay.

DISPATCH: We're hearing conflicting reports. One guy called and said a plane's down. Somebody else is calling and

saying the FAA's saying no plane down. So we don't know.

MR. AVALOTTA: Okay.

DISPATCH: All right.

MR. AVALOTTA: I was just kind of curious because everybody's calling me up. I can see the smoke. I'm in Bowen (ph.) right now and I can see the smoke.

DISPATCH: It looks like it's still blowing pretty good. I'm looking at a live feed right now off of somebody's computer.

MR. AVALOTTA: All right, man.

DISPATCH: All right. Thanks.

MR. AVALOTTA: Bye.

* * *

(Start time: 19:15:53)

DISPATCH: Dispatch. Mary.

JERRO: Hey, Mary. This is Jerro.

DISPATCH: Yeah, hi, Jerro. How are you?

JERRO: Hey, I was talking to Scott and if you need an update, it looks like it could be a transmission over here in the fire in San Bruno.

DISPATCH: Yeah, you said could be a transmission problem.

JERRO: It could be yeah.

DISPATCH: How about a plane though?

JERRO: The gas line.

DISPATCH: How about a plane though? Did a plane go

down?

JERRO: I didn't hear that.

DISPATCH: Did a plane go down, Jerro?

JERRO: I've got to leave. The fire's coming up the hill. I've got to leave.

DISPATCH: Okay. Bye.

JERRO: Bye.

* * *

(Start time: 19:16:02)

MATT: You've reached Matt. Go ahead and leave me a message, and I will call you back.

* * *

(Start time: 19:16:04)

RECORDING: Please hold while the --

JOE: You've reached Joe's cell phone. Please leave your name. I'd appreciate it. Bye-bye.

DISPATCH: Hey, Joe, this is Sean calling from dispatch. Per Pete DeMartini (ph.), apparently we've got a mandatory callout. You've either got to call in or report to the yard. They had a big explosion in San Bruno. I just wanted to give you a heads up.

* * *

(Start time: 19:16:42)

(Phone rings.)

DISPATCH: They said it's not a plane.

MARY: He said the fire's coming up the hill and he hung up.

RECORDING: Hello, no one is available to take your call. Please leave a message at the tone.

DISPATCH: Hey, Joe. This is Sean calling from dispatch. Per Pete DeMartini we've got a mandatory reporting to the yard or call them. Apparently there's a big explosion at San Bruno and everybody needs to report.

* * *

(Start time: 19:17:16)

(Phone rings.)

ED: Hello. This is Ed.

DISPATCH: Ed.

ED: Yeah.

DISPATCH: I'm looking for Mike Hickey.

ED: I'm on his phone right now. He's driving. What's up.

DISPATCH: Okay. Who's the supervisor? This is Sal from dispatch. Hey, Chris Bower, he's your foreman.

ED: Hello.

DISPATCH: Mike. Hello. Hello. [redacted]. Can you hear me?

ED: Go ahead.

DISPATCH: How do you spell Bower's last name?

ED: What?

DISPATCH: Chris Bower. Let me try again.

* * *

(Start time: 19:17:48)

(Phone rings.)

MR. CRAMER: Hi, you've reached Chris Cramer (ph.) with PG&E. If you can leave me a brief message with your name and number, I'll get back to you as soon as I get it. Thanks. Have a safe day.

RECORDING: At the tone, please record your message. When you've finished recording, you may hang up or press 1 for more options. To leave a callback number, press 5.

DISPATCH: Hey, Chris. This is Sean calling from dispatch. Per Pete DeMartini, I guess we've got mandatory reporting. There's a big explosion out in San Bruno. He needs everybody to report to the yard or call him if possible. I just want to give you a heads up.

* * *

(Start time: 19:17:58)

DISPATCH: Carlo.

FRED: Carlo, Fred.

DISPATCH: Fred, I understand you want to talk to me.

FRED: Yeah, I was just wanting to see who was out, but I went ahead and I called Bonnie. She's got one job left in (indiscernible) and then she'll be willing to go to Roseville.

DISPATCH: Okay. Yeah, but we actually held them

because of a missing shift in Sacramento but right now it's kind of light. If something comes in and they're out, they're just the two guys that we have.

FRED: Okay. Because I called Brad because he was actually before Bonnie, and Brad said he had just got home --

DISPATCH: Yeah, we extended him, too, yeah.

FRED: Yeah, yeah, he's on call from 9:00 until 8:00 in the morning. So he's going to try to get a few hours of sleep.

DISPATCH: Right.

FRED: So he passed which made Bonnie the next person. So she's willing to go but if I need to keep calling, going down the list, I will.

DISPATCH: Actually, that list that you're looking at, was exhausted because I asked for seven guys to stay in Sacramento.

FRED: Yeah.

DISPATCH: Yeah. So all the guys that were on the list were asked to stay already and --

FRED: Okay.

DISPATCH: -- and a couple of guys turned it down and so we were able to get two volunteers to help on the second because I didn't know that we needed help in Roseville. I wasn't informed at all. I just happened to see the work in Roseville. That's why when my guys were clearing up, I took it upon me to talk to those guys to find out if they'd be willing to pick up a couple of tags.

FRED: Right.

DISPATCH: And so, and that's why you saw that Greg Steed had two tags and Arron Tong had two tags on them. It's clearing up now in Sacramento and so if you wanted to pull all those overtime guys up in Roseville, that's okay. It's just that these guys didn't know that they were going to Roseville. That's all my concern was.

FRED: Right. That's why I called Bonnie, and I asked if she was tired. She was like, no, she said what's going on, and I said, and I told her. She said, no, I can go.

DISPATCH: Right.

FRED: I've got one, she said I'm at dinner, I have one job left, and then I can go after that. I was like okay. So if Chris can be notified of that, because I actually pressed it to talk to him, but he must be busy, but if he can be notified of that, and then that should do it with Greg Steed on his way up there, and Bonnie should be on her way up there.

DISPATCH: Okay. Once those guys get up there, are they going to stay and complete the work that are coming in or --

FRED: Yeah, yeah, they want to work. At least Bonnie. Greg, when I talked to Greg, he said, oh, I see I just got some work. So I guess I'm headed up there.

DISPATCH: Yeah, because I didn't even talk to him. I just gave him a couple of tags because I thought he was getting ready to get off, too, because I gave him that last tag. I

dropped two tags on him just to see -- just to find out if he'd be willing to come up there, and then I saw him going en route. That's why -- I didn't even talk to him.

FRED: Yeah, I had talked to him. He said, yeah, it looks like I got two tags. So I guess that's where I'm going, and he headed up there.

DISPATCH: Okay. So I'm assuming that all these guys wanted to, will be out there and do this work, I guess.

FRED: Yep.

DISPATCH: All right. All right, Fred.

FRED: Okay.

DISPATCH: Okay. Bye-bye.

FRED: Bye.

* * *

(Start time: 19:18:20)

(Phone rings.)

RECORDING: Your call has been forwarded to an automatic voice message system, [redacted] is not available.

* * *

(Start time: 19:18:52)

JOEY: (indiscernible), Joey.

DISPATCH: Hey, Joey. We've got a big explosion up at San Bruno.

JOEY: I heard about that.

DISPATCH: Yeah. So what can I do for you?

JOEY: Do they know what caused it?

DISPATCH: No, they don't. We don't know at this point.

JOEY: Yeah. You gave me a copy of a (indiscernible) job tag, 9999 tag.

DISPATCH: Do you want me to give you a copy for you?

JOEY: It'll have to be for tomorrow because the manager leaves at 5:00 and they only have keys to the electric meters.

DISPATCH: Well, let me see. Shoot, I don't know how they want to do this. Typically they're supposed to call back in if they -- they leave at 5:00 but it's 5:00 to 8:00 appointment. Unfortunately, they have to call in because I can't retrade it or duplicate it.

JOEY: You can't do that.

DISPATCH: No.

JOEY: Okay.

DISPATCH: All right. Bye.

* * *

(Start time: 19:19:27)

(Phone rings.)

* * *

(Start time: 19:19:52)

(Phone rings.)

UNIDENTIFIED SPEAKER 1: (indiscernible) hello.

DISPATCH: Hey. Who's the supervisor for you guys?

UNIDENTIFIED SPEAKER 1: It would be Steve Polo right

now.

DISPATCH: Who's Chris Bower?

UNIDENTIFIED SPEAKER 1: Chris Bower is -- he is the standby supervisor for M&C for the gas (indiscernible) in San Carlos.

DISPATCH: Okay. How do you spell the standby supervisor in San Carlos, how do you spell his last name?

UNIDENTIFIED SPEAKER 1: B O W E R.

DISPATCH: Yeah, we can't find him in here. Do you have his number?

UNIDENTIFIED SPEAKER 1: Do you have Chris Bower's phone number?

UNIDENTIFIED SPEAKER 2: It's on there. I don't know it.

UNIDENTIFIED SPEAKER 1: We've got it on the phone but --

UNIDENTIFIED SPEAKER 2: You have to hang it up.

UNIDENTIFIED SPEAKER 1: I have to hang it up and get back to you.

DISPATCH: Yeah, call me because we need the number. Call me back.

UNIDENTIFIED SPEAKER 1: What is your number? What is your number quick?

DISPATCH: Okay. We're at 888 --

UNIDENTIFIED SPEAKER 1: 888 --

DISPATCH: -- hold on one second here -- [redacted] --

UNIDENTIFIED SPEAKER 1: [redacted] --

DISPATCH: No, [redacted].

UNIDENTIFIED SPEAKER 1: What?

DISPATCH: 353.

UNIDENTIFIED SPEAKER 1: [redacted].

DISPATCH: [redacted] .

UNIDENTIFIED SPEAKER 1: [redacted]. What area code?

DISPATCH: 1-888 -- it's an 800 number.

UNIDENTIFIED SPEAKER 1: 1-88 --

DISPATCH: Yeah, it's an [redacted]

* * *

(Start time: 19:20:12)

(Music playing.)

CHRIS: Hey, you've reached Chris. I'm sorry I missed you, but leave me a message with your name and number and I'll give you a call back as soon as I get it. Thanks. Bye-bye.

RECORDING: At the tone, please record your message. When you've finished recording, you may hang up or press 1 for more options. To send a fax, press 4 now. To leave a callback number, press 5.

DISPATCH: Hey, Chris. This is Sean calling from dispatch. Per Pete DeMartini, apparently we need you to report to the yard or give him a call. They had a big explosion out in San Bruno. He needs everybody he can get his hands on. So give him a

call when you get this. Thanks.

* * *

(Start time: 19:20:46)

DISPATCH: Dispatch. Mary.

JENNA: Hey, Mary. This is Jenna in Stockton. I'm calling in an IR from a (indiscernible) investigation in Concord.

DISPATCH: Okay. Concord. Hold on one second please.

JENNA: Okay.

(On hold.)

DISPATCH: Okay. Oliveria (ph.).

JENNA: Yes, you've got it.

DISPATCH: Okay. Thank you very much.

JENNA: Uh-huh. Thank you.

DISPATCH: Bye-bye.

DISPATCH: Bye.

* * *

(Start time: 19:20:56)

DISPATCH: Dispatch. Marcus speaking.

VINCE: Yeah, this is Vince in Marin.

DISPATCH: What's happening, Vince?

VINCE: Hey, I had a tag earlier and the guy's called back, but he wants someone there in the morning. It's -- I believe it was 40 Byrd (ph.) in San Anselmo (ph.). I don't know if you can see what was.

DISPATCH: Okay. Yeah. It was a complete out.

VINCE: Right. Yeah, I talked to him and he said, no, no, no, I've got (indiscernible) on mine and he called back just now. Yeah, yeah, yeah, but I've got to get to sleep and I don't want anybody here. Blah, blah, blah. He's got a part out. It sounds like he's got (indiscernible) but -- so he's begging for tomorrow morning.

DISPATCH: Okay. Consider it done.

VINCE: Okey doke.

DISPATCH: Okay. Thanks.

VINCE: Bye.

DISPATCH: Bye.

* * *

(Start time: 19:21:04)

MATT: You've reached Matt. Go ahead and leave me a message, and I will call you back.

RECORDING: At the tone, please record your message. When you've finished recording, you may hang up press 1 for more options. To send a fax, press 4 now. To leave a callback number, press 5.

DISPATCH: Matt, Sherry in dispatch. I have an IR for you. Give me a call.

* * *

(Start time: 19:21:12)

UNIDENTIFIED SPEAKER: Hi, Sal.

DISPATCH: Yeah.

UNIDENTIFIED SPEAKER: This is (indiscernible).

DISPATCH: Yeah.

UNIDENTIFIED SPEAKER: I have a job at 1563 Thomas. That's a pipeline job also, right?

DISPATCH: Yeah, you need to go over to Thomas.

UNIDENTIFIED SPEAKER: Okay.

DISPATCH: Let me see. Randy Lockhart. I guess Randy needs some help over there. So we're trying to get some work done over there. Let's see. 63.

UNIDENTIFIED SPEAKER: Yeah, I got 1555 earlier, but I got --

DISPATCH: Yeah. They needed that back. So let me give you 56.

UNIDENTIFIED SPEAKER: Okay. When I get there, I'll talk to Randy.

DISPATCH: Yeah, ask him which ones he wants you to do.

UNIDENTIFIED SPEAKER: Yeah, okay.

DISPATCH: Thanks.

UNIDENTIFIED SPEAKER: Okay.

DISPATCH: Bye.

MICHAEL: Bye. Thank you.

* * *

(Start time: 19:21:52)

(Phone rings.)

UNIDENTIFIED SPEAKER: Oh, man.

DISPATCH: No IR.

UNIDENTIFIED SPEAKER: I'm never going to get to this place am I?

DISPATCH: No IR. No IR. I've got two guys coming from Sacramento to do a couple of jobs. Mitch went home, and --

UNIDENTIFIED SPEAKER: Mitch went home?

DISPATCH: Yeah, he said he's had enough.

UNIDENTIFIED SPEAKER: I'll be -- how can he go home when he's supposed to -- he quits at 8:30. I mean 8:00.

DISPATCH: I'm sorry. He hasn't gone home yet. He hasn't gone home yet. Hold on. Sorry. Scratch that. He's on an IR, and then he's got another job after that, and everyone's just at the end of their rope here. I've got two guys coming from Sacramento to do a couple of jobs.

UNIDENTIFIED SPEAKER: Okay.

DISPATCH: And I spoke with -- hold on. Fred might be on the line. Hold on.

UNIDENTIFIED SPEAKER: Okay.

(On hold.)

UNIDENTIFIED SPEAKER: Yes.

DISPATCH: No, he's still out.

UNIDENTIFIED SPEAKER: No, on Mitch, is he on the same IR that you gave him when you gave me mine?

DISPATCH: Let's see. Let's see. Yeah, that's the one.

UNIDENTIFIED SPEAKER: And he has work -- of course.

See, what he does is just says that's it. I'm not doing any more. You know, that's [redacted].

DISPATCH: That's what he said. So, you know --

UNIDENTIFIED SPEAKER: I know.

DISPATCH: -- I know it's kind of a long week with the outage and everything.

UNIDENTIFIED SPEAKER: It is, but I don't care for it either but, you know, we've got to do what we have to do.

DISPATCH: Yeah. So I've got three jobs sitting here, and I'm trying to see what to do with them, and I know if I --

UNIDENTIFIED SPEAKER: Okay. So you've got three jobs. Are they all right here in this area?

DISPATCH: Yeah, they're all in that outage area.

UNIDENTIFIED SPEAKER: Okay. Yeah, just go ahead and give them to me.

DISPATCH: Well, hold on, someone just pulled them. So let me think. Let me see. I think they might have put them on some Sacramento guys. Hold on.

UNIDENTIFIED SPEAKER: I'm here.

DISPATCH: Yeah, go ahead.

UNIDENTIFIED SPEAKER: Huh?

DISPATCH: Go ahead.

UNIDENTIFIED SPEAKER: Yeah, I'm already here in the area. I've got three here in the area. I mean if you've got three more. They don't take long. So I'm already here. Why

would we call anyone else?

DISPATCH: Because I know you want to get some sleep.

UNIDENTIFIED SPEAKER: No, no, that's fine. I mean --

DISPATCH: Sure, I could throw eight tags on you right now but, you know, you want to go home sometime tonight.

UNIDENTIFIED SPEAKER: There's eight tags out there.

DISPATCH: No, at one point I had a bunch, you know, I could have put them all on you.

UNIDENTIFIED SPEAKER: Yeah, well, I understand that. And see my whole thing, I tell you, my whole gripe was initially is I just don't want to be, you know, a lot of times Mitch will cry and stuff and the on-call guy would get a lot of work, and Mitch would just take his time and do what he wants, you know, and the other guy on call is the one that's getting hammered.

DISPATCH: I understand.

UNIDENTIFIED SPEAKER: That's my only thing. As long as he was doing his fair share, I don't really care.

DISPATCH: Yeah, I understand.

UNIDENTIFIED SPEAKER: I mean that's fine, you know, and if you just have three more, I can, I can handle those. I mean if you have a whole, whole lots that's going to keep me busy past 10:00, forget it.

DISPATCH: Yeah. Tomorrow, I'm going to tell the supervisor, hey, just -- why don't you just extend everybody an hour or something --

UNIDENTIFIED SPEAKER: Yeah.

DISPATCH: -- and then just make sure that we all cannot get enough work.

UNIDENTIFIED SPEAKER: If you had these, you know, then you should have done that. If they're coming in, there's nothing you can do about it.

DISPATCH: Yeah. I don't know why he didn't anticipate it though, you know, the supervisor.

UNIDENTIFIED SPEAKER: Yeah, I know.

DISPATCH: Let's have a couple of guys extra because when it comes down to me, I mean that's fine, you know, but sometimes I don't know when to pull the trigger, you know, when to --

UNIDENTIFIED SPEAKER: I understand.

DISPATCH: So anyway. It's just that outage really [redacted] up the week I guess.

UNIDENTIFIED SPEAKER: Big time. Oh, yeah.

DISPATCH: So it looks like they got another Sacramento guy. So --

UNIDENTIFIED SPEAKER: Well, like I said, there's no reason to give him any work if I'm here and I can do them. There's no problem but, you know, if --

DISPATCH: No, I appreciate it. You're really cool about it. I appreciate it.

UNIDENTIFIED SPEAKER: All right. Okay.

DISPATCH: Bye, man.

UNIDENTIFIED SPEAKER: All right. Thanks. Bye.

* * *

(Start time: 19:22:01)

DISPATCH: Dispatch. Sal.

MR. ROBINSON: Yeah, this is Scott Robinson. I'm on scene in San Bruno.

DISPATCH: Yes.

MR. ROBINSON: Okay. It looks like -- declare it a reportable call to load center. It's still, you know, unconfirmed, but it does look like it's gas involved.

DISPATCH: Gas involved. Yeah, the load center knows about it already.

MR. ROBINSON: Well, I'm on site with John Carona, and he wanted to make sure the load center is notified that it is reportable.

DISPATCH: Reportable. Okay. We'll let them know.

MR. ROBINSON: I have limited cell phone access up here.

DISPATCH: Yes.

MR. ROBINSON: There's like (indiscernible) people on cell phones, and it's really hard to get a signal. So if I don't get the call if you guys call, it's because it's crazy up here.

DISPATCH: Okay. What is your number?

MR. ROBINSON: Cell phone, [redacted] --

DISPATCH: Okay.

MR. ROBINSON: -- [redacted].

DISPATCH: [redacted]. Gas reportable, got it. We'll let them know.

MR. ROBINSON: Thank you very much.

DISPATCH: Thanks. Bye.

MR. ROBINSON: Bye-bye.

* * *

(Start time: 19:22:18)

DISPATCH: Dispatch. Marcus speaking.

MR. DUTCHY: Hey, Marcus. This is Mike.

DISPATCH: Who's this?

MR. DUTCHY: Mike Dutchy (ph.).

DISPATCH: What's happening, Mike?

MR. DUTCHY: Nothing much. Who's the on-call sup tonight?

DISPATCH: All right. Hold on one second. Let me make this tag, and I'll be right with you.

MR. DUTCHY: Okay. No problem.

DISPATCH: Hey, can you see any of that smoke or anything, man?

MR. DUTCHY: No, I'm hearing about it everywhere. So I'm trying to figure out if they're going to be sending them down there or not. I can't, I can't -- the radio's not really saying how bad it is. I want to let Joe know, if it's Joe or whoever's on call, I think I'm number one on the list tonight. So I want to

make sure I don't get bypassed.

DISPATCH: Right.

MR. DUTCHY: I'm down to the last two.

DISPATCH: I don't blame you. I don't blame you. Because you're probably going to be there for a while.

MR. DUTCHY: Yeah. They bypassed me on the Santa Rosa one and then they bypassed me on the second phase of Eureka, and I'm like, wait a second. I'm number one on the list.

DISPATCH: And there's nothing you can do about it, huh?

MR. DUTCHY: No, because they say they can pick and choose when they call from out the area.

DISPATCH: Yeah.

MR. DUTCHY: There's a written rule in this yard that number one on the list goes.

DISPATCH: Okay. It's Joe Barlow.

MR. DUTCHY: It is Joe. Okay.

DISPATCH: Yeah. Do you need his phone number?

MR. DUTCHY: (indiscernible) sending anybody or --

DISPATCH: Well, I'm listening to it right now and one guy, a retired PG&E guy said it looks like a gas, large transmission main.

MR. DUTCHY: Oh, so it's a natural gas main that got --

DISPATCH: They're not sure yet. They're not sure. No one's sure.

MR. DUTCHY: I'll call Joe, and tell him, don't forget

about me.

DISPATCH: All right. You need his number? You got it?

MR. DUTCHY: Yeah, I got it.

DISPATCH: Okay, man.

MR. DUTCHY: Cool. Thanks.

DISPATCH: You're welcome. Bye.

MR. DUTCHY: Bye.

* * *

(Start time: 19:22:40)

(Phone rings.)

BRIAN: Brian.

DISPATCH: Hey, Brian. Mary.

BRIAN: Hey.

DISPATCH: Did you hear about that explosion in San Bruno?

BRIAN: No.

DISPATCH: We don't know what it is but it's pretty big.

BRIAN: Gas explosion?

DISPATCH: We don't know. We don't know. But it's a big fire. You know, on that one that you had earlier on, that you and Augie (ph.) had, was that just like one place or was it six places?

BRIAN: Augie told me it was just one place.

DISPATCH: It's all one place?

BRIAN: Yeah. The gas line they hit was bi-directional.

It went both ways and the actual building didn't need shut off. The maintenance guy panicked and shut everything off. So we didn't have to shut anything off.

DISPATCH: Okay. So it was just that one address and one building.

BRIAN: Yeah.

DISPATCH: Because Augie told me it was a 6 unit building. I don't know why. That's what he thought. So --

BRIAN: No, it was actually a nursing home.

DISPATCH: Oh, okay. Nursing home. I'm going to put that down.

BRIAN: Yeah.

DISPATCH: Nursing home. And it was a contractor, right, a third party?

BRIAN: Yep, uh-huh.

DISPATCH: Okay.

BRIAN: Actually it was the City of Brooke (ph.) I think.

DISPATCH: Oh, really.

BRIAN: Yeah.

DISPATCH: Oh, my gosh. Okay. Should I put that down. Is that --

BRIAN: I think the tag says City of Brooke on the tag.

DISPATCH: Okay. I'll put that down. Okay.

BRIAN: The one he gave me, yeah.

DISPATCH: To nursing home. Okay. Got it. Thank you.

BRIAN: All right. Bye-bye.

DISPATCH: Okay. Bye-bye.

* * *

(Start time: 19:22:57)

EMERGENCY: Emergency.

RICHMOND FIRE DEPARTMENT: Hi, this is the Richmond Fire Department.

EMERGENCY: Hi.

RICHMOND FIRE DEPARTMENT: One of my engines went out to an address 2601 Hilltop Drive, Unit 515. There's a smell of gas. They're requesting that you respond.

EMERGENCY: Okay. 2601 Hilltop.

RICHMOND FIRE DEPARTMENT: Yes, Unit 515.

EMERGENCY: Okay. Gas leak inside.

RICHMOND FIRE DEPARTMENT: Yes.

EMERGENCY: Okay. We'll get somebody over there.

RICHMOND FIRE DEPARTMENT: Thank you very much.

EMERGENCY: Bye-bye.

RICHMOND FIRE DEPARTMENT: Bye-bye.

* * *

(Start time: 19:22:57)

MR. BOZOFF: Hey, Chris. This is Michael Bozoff (ph.) in Chico. How are you?

DISPATCH: Good. What's going on?

MR. BOZOFF: Is Bob not in tonight?

DISPATCH: He is. He's at lunch.

MR. BOZOFF: Oh, he is.

DISPATCH: Yeah. Do you just want to call back or --

MR. BOZOFF: No, I was wondering if you wanted to -- I can get these last three reconnects but I'm not going to be able to get that gas leak. Do you want to get somebody else to do that gas leak?

DISPATCH: You have a gas leak you not going to get to. Okay. I guess we'll go to the call out then. I'll check with Bob and --

MR. BOZOFF: Okay. Thank you.

DISPATCH: All right, man. Bye.

* * *

(Start time: 19:22:59)

DISPATCH: Dispatch. Shonda.

UNIDENTIFIED SPEAKER: Hey, Shonda, what's up? Are they sending GSRs out to San Bruno yet or not?

DISPATCH: We haven't heard anything yet. Let me transfer you to the Peninsula dispatcher.

UNIDENTIFIED SPEAKER: Okay. Thank you.

DISPATCH: Uh-huh.

* * *

(Start time: 19:23:22)

SCOTT: Hey, Sean. What's up? This is Scott, a GSR.

How's it going.

DISPATCH: Hey, Scott, what can I do for you?

SCOTT: Are they sending guys out to San Bruno yet or not? What's going on?

DISPATCH: Not at this point. They haven't said anything yet.

SCOTT: Okay. All right, man. Thanks.

DISPATCH: Bye.

* * *

(Start time: 19:24:01)

(Phone rings.)

GREG: Hello, Greg.

DISPATCH: Greg, Carlo.

GREG: Hey, Carlo.

DISPATCH: I'm so sorry, man. I meant to give you those two tags. I didn't know that the on-call would decide to send you guys up there. I was just trying to help out the dispatcher in Roseville by giving you a couple of tags since we were pretty light anyway.

GREG: Yeah.

DISPATCH: But I guess since I didn't have anybody in Roseville any more, the on-call supervisor decided for you, Aaron Tong and Bonnie to just stay up there in and clear up work.

GREG: If it ever clears up, huh?

DISPATCH: Right. It's possible. I wanted to call you

because I didn't even call you to ask. I just dropped those tags on you because I thought --

GREG: That's cool.

DISPATCH: -- it was just two tags.

GREG: Yeah, I understand. This is a different deal. It's not normal. So --

DISPATCH: I appreciate it.

GREG: It's pretty good most of the time.

DISPATCH: Yeah, I appreciate that, Greg. Again, I'm so sorry about that, man.

GREG: Hey, you know, sometimes you pick up neighbors. We don't need tags for everything. I mean --

DISPATCH: You know what? I think that we're only doing the tags if there's a tag for it, but then it --

GREG: Really.

DISPATCH: Yeah. I don't think those guys were calling in for tags at this point.

GREG: Yeah. Yeah.

DISPATCH: If you guys were working on paper before.

GREG: Yeah.

DISPATCH: Then I don't think it should be different.

GREG: That's the way we did it Tuesday night.

DISPATCH: I agree. I think so. All right.

GREG: They flag me down, they get it back on, if I'm on their street. So it'll work.

DISPATCH: All right, Greg.

GREG: I would like to not stay out like, you know, to midnight.

DISPATCH: You know what?

GREG: See when it clears up, huh?

DISPATCH: Yeah. A phone call to Fred wouldn't really hurt, man. I'd do it.

GREG: Okay.

DISPATCH: Just give him a call directly to tell him that you're ready to take off, too. If the Roseville guys say they need to be off, why can't we, right?

GREG: Exactly. Exactly. We're all tired, man.

DISPATCH: Yeah, well, what's funny is that when I ask for guys to stay, I was looking at Sacramento's workload because I wasn't informed that I need to look at Roseville's workload, too.

GREG: Yeah.

DISPATCH: How fair, man?

GREG: I know.

DISPATCH: Since you guys are so good, you guys are doing it.

GREG: Like I said, you treat us pretty good. So I'm not going to bail on when you need us. So --

DISPATCH: I appreciate that, Greg. Thank you.

GREG: Okay. See you, Carlo. Bye.

DISPATCH: Okay. Bye.

* * *

(Start time: 19:24:23)

(Phone rings.)

ERIC: Hello.

DISPATCH: Hey, Eric. Shonda here in dispatch. I just got an IR for Oliveria Road in Concord.

ERIC: Okay.

DISPATCH: Okay.

ERIC: Okay.

DISPATCH: You got an ETA for me. It's a CO investigation.

ERIC: Oh, okay. I'll just finish this in 10 minutes. So I'll leave here and it'll take me 30, 40 minutes.

DISPATCH: Okay. Did you hear about that big flame, that things that's going on.

ERIC: No.

DISPATCH: Yeah, there's a major explosion in San Ramon. It's supposed to be two blocks of houses on fire, flames shooting everywhere. Turn to KCBS News.

ERIC: KCBS News, okay.

DISPATCH: Yeah.

ERIC: Do they know what the explosion was from?

DISPATCH: They don't know yet.

ERIC: Okay.

DISPATCH: Okay.

ERIC: I'll check that. Okay.

DISPATCH: Okay. Thank you. Bye-bye.

ERIC: Bye.

* * *

(Start time: 19:24:26)

DISPATCH: Blacksheer.

MIGUEL: Hey, Joe. This is Miguel.

DISPATCH: What's up, Miguel?

MIGUEL: Mary I think or somebody called me just a little while ago. I'm thinking it was Mary. I'm just calling back to see what was going on.

DISPATCH: Okay. Hold on for just a second. Oh, she doesn't need you, Miguel.

MIGUEL: Okay. No problem.

DISPATCH: All right.

MIGUEL: All right, Joe. Thank you.

DISPATCH: Bye-bye.

MIGUEL: Bye.

* * *

(Start time: 19:24:52)

MATT: You've reached Matt. Go ahead and leave a message, and I will call you --

* * *

(Start time: 19:25:27)

(Phone rings.)

GAS CONTROL: Gas control, Larry.

DISPATCH: Hey, Larry. This is Sal from Concord dispatch.

GAS CONTROL: Yes, sir.

DISPATCH: I've got a call from John Carona. He's the superintendent of San Francisco out there.

GAS CONTROL: Right, right.

DISPATCH: -- on the fire.

GAS CONTROL: Right.

DISPATCH: They're reporting it as gas involved and it is reportable.

GAS CONTROL: Of course.

DISPATCH: Yeah, so I just wanted to make sure.

GAS CONTROL: No, no. I understand. Okay. John Carona is confirming it is gas involved.

DISPATCH: Gas involved and it is a reportable.

GAS CONTROL: Okay. So as far as I know, if you want feedback, tell them it's line 132, transmission. Okay. And that was a 400 pound system that went out, that broke, okay, and if you want to call him back and let him know that. Okay. So do you have a site specific location?

DISPATCH: Not at this time, no.

GAS CONTROL: Okay. But John says gas is involved. That's all I need to know.

DISPATCH: Yeah.

GAS CONTROL: I appreciate it. And your first name again?

DISPATCH: My name's Sal.

GAS CONTROL: Sal.

DISPATCH: Concord dispatch.

GAS CONTROL: Got it, Sal. And 19:26 hours. Thank you, Sal, very much.

DISPATCH: Thanks. Bye.

GAS CONTROL: Bye.

* * *

(Start time: 19:25:56)

(Phone rings.)

BRIAN: This is Brian.

DISPATCH: I'm sorry. I can't seem to finish out this report here. So do you know -- did they make repairs as opposed to making repairs later?

BRIAN: You mean the crew?

DISPATCH: Yeah. See, they never called. They're supposed to.

BRIAN: Our crew was there. So was their supervisor was there. There was a bunch of people there, and they dug a huge hole.

DISPATCH: So the permanent repairs are made.

BRIAN: I really don't know. I left before they were done.

DISPATCH: Okay. Okay.

BRIAN: Like I said --

DISPATCH: Oh, they might still be there then, huh?

BRIAN: Yeah, because service was never actually interrupted to the building.

DISPATCH: Oh, I got you. Thank you for explaining that. I got it.

BRIAN: The maintenance guy for the nursing home panicked and turned everything off.

DISPATCH: Gotcha. Okay. Thank you very much.

BRIAN: Uh-huh.

DISPATCH: Bye.

* * *

(Start time: 19:26:41)

RAY: Sean?

DISPATCH: Yeah, who's this?

RAY: It's Ray.

DISPATCH: Okay. Ray, what can I do for you?

RAY: Is everything okay? Because there's an explosion over here, and (indiscernible) I heard --

DISPATCH: Yeah, there was a big explosion.

RAY: -- that there were some fatalities.

DISPATCH: You know what? I wouldn't doubt it, man. There's at least 10 houses that are completely burned up.

RAY: At least how many? Ten.

DISPATCH: At least, minimum.

RAY: Man.

DISPATCH: We don't know what's going on. We don't know if it's the transmission line or not. You know, Ray, I'm going to have to call you back though because I've got --

RAY: Yeah, yeah, I know.

DISPATCH: -- things going on here.

RAY: You've got to go. Okay.

DISPATCH: Bye, man.

* * *

(Start time: 19:26:45)

(Phone rings.)

AARON: Hello.

DISPATCH: Aaron, Carlo.

AARON: What's up?

DISPATCH: I hope you're willing to stay, man, because I just spoke with the on-call, I guess they're just going to have you guys just stay up there and clear up whatever comes in. Besides, it's possible that we might get some more. Right now, there's nothing pending. I have Greg, yourself and then Bonnie coming up there.

AARON: Okay.

DISPATCH: All right.

AARON: So you don't know how late we're going to be out?

DISPATCH: Yeah, that's the unfortunate thing about it, man. I wanted to apologize for that because I thought I can just give you a couple of tags just to help out, but then I guess no one's really there no more, just for one GSR. So the on-call supervisor wanted for you guys to stay and like help out. Hopefully it dies down. Like right now, like I said, there's nothing pending but it's possible that when you go up there, you might get flagged down.

AARON: Oh, okay.

DISPATCH: Yeah.

AARON: Hopefully it's not that much.

DISPATCH: Yeah, I know, man. I know because I know you guys weren't expecting to stay that late. So sorry about that, man. I didn't see that coming at all. I thought, you know, just give you a couple of tags and that's it, but the on-call wants you guys to stay.

AARON: I'm not going to listen to you next time.

DISPATCH: I know, man. Don't say that, dude. Just this time. It's beyond me.

AARON: Who's the on-call supervisor?

DISPATCH: It's Fred Quinn.

AARON: Fred Quinn?

DISPATCH: Yeah.

AARON: Aw.

DISPATCH: I know, man.

AARON: All right. No problem.

DISPATCH: All right. Hopefully it's not that bad. All right, man. I'll keep an eye on it.

AARON: Okay. Bye.

DISPATCH: Thanks. Bye.

* * *

(Start time: 19:26:55)

DISPATCH: Hello. It's Blacksheer.

MIGUEL: Hey, Joe. This is Miguel.

DISPATCH: What's up, Miguel?

MIGUEL: I forgot to tell you, after I hung up, then I realized I had a tag, that we're going to have to schedule it for tomorrow. I don't even have a 650 meter on me, but I came down here. It says on the tag 650, and Mary dropped it on me late, and I didn't have a chance to get back to the yard or 630, I mean, but it is going to need a 630 meter, and also it's going to need large fittings.

DISPATCH: Yeah.

MIGUEL: It has a two-inch house line.

DISPATCH: Yeah, I can't, I can't issue a slip.

MIGUEL: You can't?

DISPATCH: Hold on for just a second.

MIGUEL: Okay.

(On hold.)

DISPATCH: Okay. Hold on for a second, Miguel. I've

got to put in a tag for the fire department.

MIGUEL: Okay.

(On hold.)

DISPATCH: Okay. Miguel, hold on. Let me see how they can handle that.

MIGUEL: Maybe if you can set it some other way, like a --

DISPATCH: Okay. You know -- yeah, we can't change the date on those things either because it changes the service agreement.

MIGUEL: So then it has to be done today.

DISPATCH: I would just CGI it.

MIGUEL: And then how are they going to get --

DISPATCH: They would have to --

MIGUEL: (indiscernible).

DISPATCH: Yeah, they would have to reschedule I think. But hold on. Let me see how Mary wants to handle that. Hold on. I would just CGI it personally, but hold on for a second.

MIGUEL: Okay.

(On hold.)

DISPATCH: Hello.

MIGUEL: Yeah.

DISPATCH: I gave you a duplicate. Why don't you CGI that duplicate and when Mary gets off the phone, I'll see how she wants to handle that original.

MIGUEL: Okay. No problem.

DISPATCH: All right. Because we're really not supposed to change the dates on those things. It changes the service agreement.

MIGUEL: Yeah. Have Mary give me a call back because this customer has been without gas for a while and they're really expecting it today. So --

DISPATCH: Oh, they're --

MIGUEL: -- if they can't schedule, I'd rather do it today even if it takes me a while to go back to the office and everything.

DISPATCH: Yeah. Hold on for a second. Let me see how she wants to do that.

MIGUEL: All right.

(On hold.)

DISPATCH: She's still on the phone. What do you think you should do with that?

MIGUEL: If we can -- there's no way you can even, you said, like even make it as another kind of tag, like a generic tag for tomorrow and then just have it in the remarks that it's a gas (indiscernible).

DISPATCH: Yeah, I can do that. But I can't actually issue a gas set. I can put it as a gas unspecified.

MIGUEL: And that won't affect the service contract agreement then.

DISPATCH: No, it won't, 55 -- why don't they have gas anyway?

MIGUEL: It's a brand new house, but they're already -- what I don't understand, they're already living here. They've already been here for a while, but they don't have a gas meter, and they have like two big water heaters, two big furnaces. They need at least a 630 for all the stuff they have. It's a really big house. They've been cooking on like a little camp stove, and I don't know what they've been doing for hot water. She was like, we were really hoping for hot water tonight, you know. So I don't know how long they've been here for, but it looks like they've been here for a while.

DISPATCH: Yeah. You know what? You can actually CGI both of those and I'll just put it down that they need, on here, that they need to set an AC250. Do you guys -- I'm going to put that on gas unspecified.

MIGUEL: Yeah.

DISPATCH: Do you guys have a big truck that does that stuff or just --

MIGUEL: Well, we can do those. Yeah, whoever winds up, if you can just put a remark that it's a 630 and it's a 2-inch house line. So it's a big --

DISPATCH: Yeah, you guys aren't going to handle 2-inch fittings.

MIGUEL: Well, we have the key to the OM&C room. So

they're the ones that have all those fittings, M&C, and we have a key to that, and it's usually open in the mornings anyway. We can get the fittings. Right now I could get them if I go back. It's just that by the time I come back, it's going to be really late. By the time I build it and turn everything on and have a whole bunch of stuff, I'm probably going to be here until like 10:00 at night. So if we can do it tomorrow in the morning, it would be great, if they can maybe get here first thing in the morning, whoever comes out here with everything. Because I didn't even know what we needed. They just said 630 meter, and like a regular house, that's kind of big, but that's what they need.

DISPATCH: Okay. Well, I'll put in a tag. You can just CGI both of those and cover your time there.

MIGUEL: Yeah, if you could just put a remark, need a 630 meter and it has a 2-inch house line, just so they can come prepared with the proper fittings.

DISPATCH: Okay. I'll put that on there, too.

MIGUEL: All right. Thanks a lot, Joe.

DISPATCH: All right. Bye-bye.

MIGUEL: Bye.

* * *

(Start time: 19:27:09)

DANNY: You've reached Danny. I'll give you a call back.

* * *

(Start time: 19:27:23)

(Phone rings.)

MIKE: Hello. This is Mike.

DISPATCH: Hi, Mike. It's Mary in dispatch. Are you guys still out on Regent?

MIKE: No, we're done.

DISPATCH: Okay. Do you know what time you finished because I never heard from anybody?

MIKE: We left there about 6:00. Well, maybe about 5:45, 5:30, 5:45.

DISPATCH: Okay.

MIKE: Yeah.

DISPATCH: Thanks. Sorry to bother you.

MIKE: No, no, no, that's okay.

DISPATCH: Okay.

MIKE: No problem.

DISPATCH: Okay.

MIKE: So what's -- did you hear anything about the explosion?

DISPATCH: Well, we don't -- yeah, we don't know exactly what happened. I mean we really don't yet. So I think we're still trying to figure it out.

MIKE: Yeah.

DISPATCH: But it's pretty big. I mean --

MIKE: Yeah. It looks like a natural gas leak, you

know, on fire. I was just curious.

DISPATCH: Yeah, I know. But we don't, yeah.

MIKE: And nobody knows yet.

DISPATCH: Nobody knows yet. I think it's too, too hectic there.

MIKE: Oh, yeah. I'm watching it on the TV and it sure looks like it.

DISPATCH: Yeah.

MIKE: Okay.

DISPATCH: Okay. Thanks.

MIKE: All right, Mary.

DISPATCH: Okay. Yes, Your Honor.

MIKE: Bye.

* * *

(Start time: 19:28:05)

RECORDING: -- completed.

* * *

(Start time: 19:28:12)

RECORDING: You have reached the police department for an emergency number. For Spanish, press 1. (indiscernible). If this is a life threatening police, fire, medical emergency or crime in progress, press 0. If you are dialing from a rotary phone --

Please hold while I transfer your call.

POLICE DEPARTMENT: Police Department.

DISPATCH: Hello. This is PG&E calling.

POLICE DEPARTMENT: Hi.

DISPATCH: You guys had called about a gas leak at 2601 Hilltop.

POLICE DEPARTMENT: Yes.

DISPATCH: For Unit 515. Could that be Unit 1515?

POLICE DEPARTMENT: Hold on one second. Let me double check.

DISPATCH: I don't show a 515 in the computer.

POLICE DEPARTMENT: I've got a 515, and I've got the landline number if you'd like that, but they didn't have any problem when they went there to 515.

DISPATCH: Okay. We'll take care of it. Thank you.

POLICE DEPARTMENT: You're welcome. Bye-bye.

DISPATCH: Yes, Your Honor.

* * *

(Start time: 19:28:13)

DISPATCH: Dispatch. Marcus speaking.

MARLIN: Hey, Mark. Is Ronnie up there?

DISPATCH: No, he's not.

MARLIN: He's not.

DISPATCH: No, he's off today.

MARLIN: All right. Hey, man. This is Marlin.

DISPATCH: What's happening, Marlin?

MARLIN: What's going on?

DISPATCH: Nothing, just watching this news, man.

MARLIN: Yeah.

DISPATCH: I know. You're doing the same.

MARLIN: What -- do you know if there was a GSR involved or what happened?

DISPATCH: We don't know.

MARLIN: Don't know, huh?

DISPATCH: No, no one knows.

MARLIN: I was hoping no GSR involved and that, because I don't want (indiscernible) on the hook for it.

DISPATCH: I know. Is he up in that area? Is that the area he's working?

MARLIN: He's the manager.

DISPATCH: Oh, yeah. In that area, huh?

MARLIN: Yep.

DISPATCH: No, I don't think so, man. This is thing is took large to get anything --

MARLIN: It's bigger than a GSR.

DISPATCH: Yeah. Yeah.

MARLIN: Because I've seen gas blowing right there. I was like I hope a PG&E crew was nowhere around there when that happened.

DISPATCH: I know, man. That's a lot of houses, man.

MARLIN: It sure is.

DISPATCH: That's a lot of houses.

MARLIN: Looking at what I'm seeing right here, it looks like probably 15, 20 houses on fire.

DISPATCH: I know. It looks a bomb zone, man.

MARLIN: Yeah, it does.

DISPATCH: That's exactly what it is. Yeah. But I'm watching --

MARLIN: All right.

DISPATCH: -- the news on Channel 7. A retired person from the company just spoke on Channel 7 news.

MARLIN: Wow.

DISPATCH: Yeah, and they said that there's no reports of a plane or anything so far.

MARLIN: Umm, umm, umm.

DISPATCH: I know, man. It's not looking too good right now, man.

MARLIN: No, it ain't.

DISPATCH: You hang in there, man.

MARLIN: All right, Marcus.

DISPATCH: All right. Bye.

MARLIN: Bye.

* * *

(Start time: 19:28:28)

DISPATCH: Dispatch. Brenda.

MITCHELL: Hey, Brenda. It's Mitchell out in Oakland.

DISPATCH: Hold on please.

MITCHELL: Uh-huh.

(On hold.)

* * *

(Start time: 19:28:55)

DISPATCH: Dispatch, Mary.

MITCHELL: Hey, Mary. It's Mitchell.

DISPATCH: Hi, Mitchell. How are you?

MITCHELL: All right. Could you send Ken Worley (ph.) a tag please?

DISPATCH: Okay. Am I going to give him a tag that's on your screen or make a tag for him?

MITCHELL: Make a tag for him because he's going to come out and assist me on a meter change, but he's going to do the meter right next to the one I'm going to do.

DISPATCH: Okay. So bear with me a second here.

MITCHELL: Yeah.

DISPATCH: Okay.

MITCHELL: I have the meter number.

DISPATCH: Okay. Okay. Go ahead. Meter number.

MITCHELL: Okay. The meter number is 34332353.

DISPATCH: Okay. And this is a meter change.

MITCHELL: Yeah.

DISPATCH: Okay. Why does it say no records found? Okay. 34332353.

MITCHELL: Yeah, that's the best I can see it.

DISPATCH: No.

MITCHELL: Do you want an address for it?

DISPATCH: Yeah, let's do an address. One second here. Let's see.

MITCHELL: All right.

DISPATCH: Let's try an address. Go ahead.

MITCHELL: All right. The address is 2530 East 10th Street, it might be the rear address. I'm not real sure.

DISPATCH: Okay. So let's see. We've got a lower, an upper.

MITCHELL: What's the lower meter number?

DISPATCH: Let's see. 2530 10th. Okay. The lower meter number, that ends in -- oh, that doesn't even have a -- this is a gas meter, right, we're talking about?

MITCHELL: Yeah, yeah, yeah.

DISPATCH: Yeah, they just have an electric account.

MITCHELL: Oh, wow.

DISPATCH: Okay. So let's try something else here. Let's go back. 2530 10th. Okay. So it's not the lower. Let's try the regular on.

MITCHELL: Uh-huh.

DISPATCH: Let's see what this says. Okay. This gas meter ends in 023J.

MITCHELL: Yeah, that's the one I'm here for.

DISPATCH: Okay. So it's not that one.

MITCHELL: It's not an account then.

DISPATCH: Well, let me go back to the last one then.

MITCHELL: Yeah, there's two gas meters here at this address.

DISPATCH: Okay. Then let's go to the upper.

MITCHELL: Uh-huh.

DISPATCH: That's only electric.

MITCHELL: Oh, wow. There's not even a gas meter assigned to this address at all?

DISPATCH: No. You couldn't be another -- what address are you at?

MITCHELL: I'm at 2530 East 10th Street (indiscernible).

DISPATCH: I know, but which -- I know, but which? Are you there for a certain one?

MITCHELL: Yeah, for the meter number ending with 23J.

DISPATCH: Okay. So is there any other address there like 2532 or 28 or something?

MITCHELL: I'm looking at the mailboxes. I only see two electric meters and two gas meters and --

DISPATCH: Okay. Let's do -- let's see. What can we do? So in other words, is part of the meter like removed or something?

MITCHELL: No, it's just -- if I'm going to change this three dial meter, I might as well change the other one because the other one --

DISPATCH: No, no, no, that's not what I mean. I mean the other meter, a part of the meter number is removed?

MITCHELL: No, it's just -- no, there's nothing wrong with the meter. I just --

DISPATCH: Well, let me -- why don't you give me the meter number again and let me see if I can find it.

MITCHELL: All right. The meter number is 34332353.

DISPATCH: Okay. I'm sorry. 343 --

MITCHELL: 32353.

DISPATCH: Okay. Okay. It still doesn't come up. So does it look like maybe we're missing a number. Is there something you can't read on it?

MITCHELL: It's hard to read. It's some like stucco on it and grease.

DISPATCH: Let's see. 3433 -- okay. Let's try something else. I'm sure we can find it. There's some problem with the meter in terms of the address is funny or something's odd. So let's see.

MITCHELL: Okay. I just scraped the -- I can read the badge number really clear now.

DISPATCH: Okay. Go ahead.

MITCHELL: And the badge number is 34332353.

DISPATCH: That's what we just looked up. Okay. Let's see --

MITCHELL: I'm thinking we're going to have to set this

meter in the system.

DISPATCH: Yeah, unless it's been -- yeah.

MITCHELL: I mean if you have the meter number, you should be able to pull up the address, right?

DISPATCH: Yeah or else it'll show that the meter's in the system, but it doesn't go anywhere, you know, sometimes.

MITCHELL: Yeah, yeah, yeah.

DISPATCH: Okay. You know what? I've got an IR out real quick. Hold on one second.

MITCHELL: Okay.

DISPATCH: Thanks.

(On hold.)

DISPATCH: Okay. Let's see if I can find anything else here.

MITCHELL: Uh-huh. Well, you can send Ken the duplicate of the one I'm on right now and he can -- when he gets here, he can --

DISPATCH: Yeah, he's probably just going to have to make a paper tag or something.

MITCHELL: Yeah, or --

DISPATCH: He'll have to make a paper tag though because that's not going to -- but I can make a dup for him.

MITCHELL: Okay. Thank you.

DISPATCH: Okay. You bet.

* * *

(Start time: 19:28:58)

KENNY: Sal, it's Kenny. I know you (indiscernible).

DISPATCH: I always have time for you, Kenny.

KENNY: Okay. Now we're going to do something different, Sal.

DISPATCH: Okay.

KENNY: I'm bringing up your screen.

DISPATCH: Let me bring up your screen here.

KENNY: I heard Andy say it's pretty bad, huh?

DISPATCH: Yeah, it's really bad. It's real bad. Okay. What have you got going?

KENNY: Okay. Sal, can you bring up 56B on Beaumont (ph.) Avenue and 54, okay, Beaumont. Okay. Can you give it to Eddie Vaughn, okay?

DISPATCH: All 56s are going to Eddie except the one you're on.

KENNY: Yeah. 56, yeah, give it to Eddie Vaughn. Okay. He's only got four jobs.

DISPATCH: Okay. So 56. Oh, [redacted]. There's all kinds of 56s left.

KENNY: I've got 56B only. The 56B and 54A, okay.

DISPATCH: Yeah, I've got 54A still there as a duplicate and you want all -- so you want the 56s to go, all 56s?

KENNY: Yep.

DISPATCH: Okay. 56, [redacted].

KENNY: Except for 56B only, okay, not the regular 56, okay. Leave the regular 56 for me. Just take the 56B.

DISPATCH: Okay. 56B. I have to go probably back in and look at it.

KENNY: He's got time. I hurried back. They need me, I'm going to stay and help you guys tonight, man.

DISPATCH: 56, yeah, we're probably going to need some bodies here, yeah. They're going to call for bodies.

KENNY: I don't know what they've got for that yet. I know (indiscernible). Did a plane crash or what?

DISPATCH: We don't know, because we're hearing different things.

KENNY: (indiscernible).

DISPATCH: Let me go -- I'm back on Eddie's screen. You want to keep 56B, right?

KENNY: No, 56B, I don't want it. I want 56 only.

DISPATCH: 56 only. That's what I was looking for.

KENNY: Actually, you got it correct already.

DISPATCH: Okay.

KENNY: You need to get one more, 54, Apartment A out of the way. That's it.

DISPATCH: 54, Apartment A.

KENNY: Yeah, that's the only one.

DISPATCH: Beaumont Apartment A.

KENNY: Yep, that's it.

DISPATCH: Okay.

KENNY: That's the only one you've got left.

DISPATCH: So what we've heard is a plane hit a gas station, took out houses. Now we're hearing there is no plane. We're getting calls from GSR saying, no, that's not what happened. The FAA --

KENNY: I heard they shut down the gas for 10 blocks and that's crazy, man.

DISPATCH: Oh, it's -- yeah. Okay. I must go.

KENNY: Okay. Thank you. Talk to you later.

DISPATCH: Bye.

KENNY: Bye.

* * *

(Start time: 19:29:20)

UNIDENTIFIED SPEAKER: Hey, Sean. Who's the on-call tonight?

DISPATCH: For gas service or for gas OM&C?

UNIDENTIFIED SPEAKER: Gas service.

DISPATCH: It's Barry Stillwell.

UNIDENTIFIED SPEAKER: Oh, Barry. Okay. Thank you.

DISPATCH: Sure.

* * *

(Start time: 19:29:30)

(Phone rings.)

DENNIS: This is Dennis.

DISPATCH: Hey, Dennis. Shonda here in dispatch. Just calling to let you know I put a gas turn on on your screen.

DENNIS: Okay.

DISPATCH: Okay.

DENNIS: Yep.

DISPATCH: All right.

DENNIS: Thank you.

DISPATCH: You're welcome. Bye-bye.

* * *

(Start time: 19:31:19)

BRIAN: Hey, Sean. Brian. Is there -- are we responding to the big fire or no?

DISPATCH: You know, apparently a natural gas line broke. So at this point, I haven't gotten any calls to start calling out GSRs. I've got tons of people calling us and letting us know that they're willing to go out. So --

BRIAN: Okay. Well, I'm calling as well, too. Is it -- I heard it was a gas station?

DISPATCH: I heard it was a gas station, and then I heard it was an airplane per the fire department and now apparently reports are coming out that it has nothing to do with any of those, it's just a natural gas line that broke.

BRIAN: Really.

DISPATCH: Yeah, and it's at least 7 to 10 houses I want to say.

BRIAN: Right. I'm watching it. I'm watching the area. I can see the smoke over the hill where I live.

DISPATCH: Wow.

BRIAN: It's close. So, okay. Well, I'm calling you to let you know that I called.

DISPATCH: You've got it, man. Thanks a lot. Appreciate it.

BRIAN: All right, Sean. And you can call me.

DISPATCH: Okay.

* * *

(Start time: 19:31:19)

DISPATCH: Dispatch. Shonda.

MR. WHITE: Shonda, it's Al White. Can you check another electric account for me please?

DISPATCH: Okay. Hold on just a moment. Okay. Go ahead, Al. What's the location?

MR. WHITE: How about a meter number?

DISPATCH: A meter number's good.

MR. WHITE: Okay. It's 1005567456.

DISPATCH: Okay. Hang on just a moment. Did you hear about that major explosion in San Bruno?

MR. WHITE: No, I sure didn't.

DISPATCH: Yeah, turn it to KCBS News. It's a big thing. At least they said two blocks of houses are on fire and something's feeding the flame. They don't know what it is yet

but --

MR. WHITE: Well, hopefully it's not us.

DISPATCH: Yeah, that's what we're saying. Yeah, hopefully not. Okay. It is 25 Allen Way (ph.) in Martinez.

MR. WHITE: That's it.

DISPATCH: And shut off, not paid today.

MR. WHITE: How much do they owe?

DISPATCH: Hold on just a moment. It's remote connect. Did you get a tag saying remote connection failed. So they paid it I think. Let's see. Customer remotely connected. Oh, wait a minute. It doesn't say paid. It just said they disconnected them remotely. Disconnected remotely. Let me see how much the bill is. I'm going to put you on hold for a minute.

MR. WHITE: Sure.

DISPATCH: Okay.

(On hold.)

DISPATCH: Okay. Al, I'm showing that the customer --

MR. WHITE: Dave.

DISPATCH: Oh, Dave. I'm sorry. Dave --

MR. WHITE: No, this is Al.

DISPATCH: Okay. $532.21. That's what I'm showing but you should call PBX to confirm that because they may want a deposit or something.

MR. WHITE: I do have a confirmation number.

DISPATCH: Oh, you do.

MR. WHITE: Yeah, they -- the lady here told me that she just got off the phone and she made a payment, and that she has a confirmation number. Now I don't know -- if she made the payment, why didn't they turn on her meter.

DISPATCH: That's -- see, that's what I'm saying. So you should call PBX to confirm because they may be requesting more from the customer. How much did she say she paid?

MR. WHITE: How much did you pay?

CUSTOMER: $422.33 plus $1.45.

MR. WHITE: 422.33 plus $.145. $423.78. Can you do something with this confirmation number?

DISPATCH: There's nothing I can do with it. You need to call the PBX. That's 1-[redacted].

MR. WHITE: [redacted].

DISPATCH: Yeah, and hit 0 and see what they're saying. I'm almost certain this customer, because she didn't pay the full bill, but this can be done remotely. So, yeah, there's a reason. Something's going on why it wasn't done.

MR. WHITE: Okay. So that's [redacted]

DISPATCH: Yes. And when you hear the prompts, just hit 0.

MR. WHITE: Okay. Thank you.

DISPATCH: Okay. No problem.

MR. WHITE: All right. Bye-bye.

DISPATCH: Bye-bye.

* * *

(Start time: 19:31:28)

ALONZO: Hey, Sean. It's Alonzo.

DISPATCH: Hey, Alonzo. This is Sal.

ALONZO: Sal, I'm out here at that transmission leak.

DISPATCH: Okay.

ALONZO: Can we get electric out here, too? Or have they been notified already?

DISPATCH: They're coming. Yeah. Yes, we've talked Pete DeMartini and he's coming and we've called Ronnie Simmons (ph.). He has yet to call us back. So --

ALONZO: Okay. We're out there on site now. We're on Vermont and Plymouth, and it's not good.

DISPATCH: Yeah.

ALONZO: All right.

DISPATCH: All right.

ALONZO: Thanks.

DISPATCH: Thanks. Bye.

* * *

(Start time: 19:33:08)

DISPATCH: Dispatch. Marcus speaking.

STEVE: Hey, Marcus. This is Steve (indiscernible) out here at (indiscernible) 333 Linda in Mill Valley.

DISPATCH: Yes.

STEVE: (indiscernible) report on site.

DISPATCH: Okay. One second. Let me find that. Okay. What's that address again?

STEVE: 333 Linda.

DISPATCH: And you guys just -- you're on site now?

STEVE: No, we're off site.

DISPATCH: Okay. Hold on. 333 Linda. Okay. Got it. Okay. So you made repairs.

STEVE: Yeah.

DISPATCH: Okay. What kind of repairs did you guys make?

STEVE: We repaired a gas leak on service.

DISPATCH: Okay. Leak repaired. Okay. Plastic.

STEVE: Copper.

DISPATCH: Okay. All right. Gotcha.

STEVE: See you later.

DISPATCH: Thanks, man.

STEVE: Bye-bye.

* * *

(Start time: 19:34:00)

PACIFICO: Sal, this is Pacifico. Do you need anybody?

DISPATCH: Let me see what Sean's saying. We've got Pacifico. Do we need anybody over there? At this point, no, nobody's called us back yet. We don't know what's going on. They're still probably evaluating what the heck's going on down there.

PACIFICO: It's a 4-inch main or something that blew up or something.

DISPATCH: Yeah, we don't know anything. We've heard multiple different stories. So --

PACIFICO: Yeah. Okay.

DISPATCH: Okay.

PACIFICO: Thanks.

DISPATCH: Sure.

PACIFICO: Bye.

DISPATCH: Bye.

* * *

(Start time: 19:34:31)

(Phone rings.)

PETE: Pete speaking.

DISPATCH: Hey, Pete, do you want me to start calling the San Carlos guys, too?

PETE: John Moore is going to take care of it. You're going to have enough to do.

DISPATCH: Okay. You got it. Thanks a lot.

PETE: Who did we get from Pacifica?

DISPATCH: The only person that responded was Cavanaugh. No one else has called back or responded. I told everyone to give you a call or report to the yard mandatory, but nobody's responded.

PETE: Okay. Thanks.

DISPATCH: Sure. No problem.

* * *

(Start time: 19:34:55)

DISPATCH: Dispatch. Brenda.

CARRIS: Brenda, this is Carris.

DISPATCH: Hi, Carris.

CARRIS: I've got a quick request. Is there a way for you, because I need to put in a case for a job that I did yesterday but I don't remember the address. Do I need to call PBX for that or can you do that?

DISPATCH: No, I can't put in a case.

CARRIS: No, but I mean can you -- before I call them, are you able to look up an address of what I did yesterday or do I have to have them do that?

DISPATCH: You don't have the address at all? I can't look at work --

CARRIS: No.

DISPATCH: -- that you did yesterday.

CARRIS: Okay. Okay. Man. How would they be able to do it? What do they do? Just look up my tag or something.

DISPATCH: No, you have to have an address.

CARRIS: Man. Okay. You know what I'll probably have to do then, okay. So I'll have to look at my timecard.

DISPATCH: Okay. Or either go by the address and then call me with it.

CARRIS: Yeah. Okay. Okay. Okay. The other thing, real quick, are we -- do we have everybody tonight or --

DISPATCH: Yeah, yeah, and it's light.

CARRIS: I was just wondering.

DISPATCH: Yep, four people out there tonight.

CARRIS: Okay. Okay. Thanks, ma'am.

DISPATCH: All right. Bye-bye.

CARRIS: Bye.

* * *

(Start time: 19:35:05)

MR. GREEN: This is Mike Green out of Woodland. Is Carlo available? I think he was helping me a little while ago. Carlo.

DISPATCH: Yeah, hold on. He might be away from his desk. One second. What did you need, Mike?

MIKE: Well, I wanted to get -- I called Carlo because there is an area odor out here after all. So I called Carlo and I wanted to see what kind of information he got from them. Is there going to be someone coming out this way or can we get the supervisor?

DISPATCH: He's with the call supervisor.

MIKE: Yes, I have an area odor.

DISPATCH: Carlo, did you call a supervisor for Mike Green about an area odor? Hold on one second, Mike. He's on another line.

MIKE: Okay. Thank you.

(On hold.)

DISPATCH: You knocked that work out, huh?

MIKE: It did work out after all. Yeah, it was a week out here.

DISPATCH: Kind of busy all of a sudden.

MIKE: Well, yeah. Yeah, I could smell it, and then I wasn't quite sure what the smell was before, but I can definitely tell what the smell is now.

DISPATCH: Really. He's on another line. One second. Where is it? In Woodland you say?

MIKE: Yeah, it's in Woodland. The neighbor lady smelled it earlier in the evening and she was right because I walked up to where she thought she could smell it and she got it. She called it right. There's definitely a leak here somewhere.

DISPATCH: Wow. You called about an area odor?

CARLO: Yeah.

DISPATCH: He wants -- for Mike Green?

CARLO: Yeah.

DISPATCH: It's Mike on the phone. Okay. Hold on, Mike. I'm going to transfer you.

MIKE: Sure. Thank you.

DISPATCH: Uh-huh.

(Transferred call.)

* * *

(Start time: 19:35:09)

(Phone rings.)

JOSE: Hello.

DISPATCH: Jose, sorry for the late one, but can you get that one that Joe just put through for the fire department?

JOSE: Right away. I'll be there in about 15 minutes.

DISPATCH: Perfect. Thanks. Bye.

JOSE: Bye-bye.

* * *

(Start time: 19:35:40)

DISPATCH: Dispatch. Sal.

BEN: Hey, Sal. It's Ben.

DISPATCH: Hey, Ben.

BEN: Hey. What's this Fifth Avenue? What's PBX?

DISPATCH: Fifth Avenue. I didn't even read it because we got a lot of stuff going on here. CO1L4. That's not for you. CL14. I'm going to pull that from you. C1L. Eddie Lyong (ph.). Let me see what he's got on his screen, if he needs a hand here because we've got that issue going on right now. Let me see.

BEN: Yeah, I heard it on the radio.

DISPATCH: So what have we got here. He's on Fifth. I'm going to give you 26 Avenue then and Pierce (ph.). There you go. That will keep you moving for a little while anyway.

BEN: Anybody going to the San Bruno thing?

DISPATCH: Right now, Andy Lamb is moving down there.

BEN: Oh, is he.

DISPATCH: Yeah. Let me see what (indiscernible)'s doing. He's on his tag. Okay. Let me get going because I've got to keep moving here.

BEN: All right.

DISPATCH: Thanks. Bye.

* * *

(Start time: 19:35:47)

DISPATCH: Yes.

UNIDENTIFIED SPEAKER: Hi, this is (indiscernible) in Stockton. I want to confirm you received an immediate response for the address 35 Crescent Drive, Suite A, in Pleasant Hill.

DISPATCH: Yes, sorry about that. Pleasant Hill. Okay. Just a moment please.

UNIDENTIFIED SPEAKER: No problem.

DISPATCH: I was talking to my coworker when I picked up, and because I said yes. And you're like um.

UNIDENTIFIED SPEAKER: I didn't know if I had the correct department. That's why I hesitated a little bit.

DISPATCH: Yeah, normally I would say dispatch, huh?

UNIDENTIFIED SPEAKER: Yeah.

DISPATCH: Sorry about that.

UNIDENTIFIED SPEAKER: That's okay.

DISPATCH: Hang on just one second.

UNIDENTIFIED SPEAKER: Okay. I'm sorry. What was your

name?

DISPATCH: Carlo.

UNIDENTIFIED SPEAKER: Hi, Carlo.

DISPATCH: Carlo, yeah. I actually ended up getting here at 6:00, but I can help you out.

UNIDENTIFIED SPEAKER: Okay.

DISPATCH: I just need to set up my screen here. Crescent Drive, Suite A.

UNIDENTIFIED SPEAKER: Yes.

DISPATCH: Okay. I can confirm that.

UNIDENTIFIED SPEAKER: Thank you very much.

DISPATCH: Thanks.

UNIDENTIFIED SPEAKER: You have a good day.

DISPATCH: You, too. Bye-bye.

UNIDENTIFIED SPEAKER: Thank you.

* * *

(Start time: 19:37:11)

RECORDING: You have reached Pacific Gas and Electric Company's corporate headquarters in --

* * *

(Start time: 19:37:23)

(No recording.)

* * *

(Start time: 19:37:34)

(Phone rings.)

ART: Hello.

DISPATCH: Hey, Art. Shonda here in dispatch. I'm calling because I've got an IR and the guys are already on IRs, and I put it on your screen in Pleasant Hill.

ART: Okay. And I'm looking at the office remarks. They said that it's at the meters. Is that what this caller said it was?

DISPATCH: Well, yeah. It says riser -- I don't know. It just says can --

ART: Okay. I'm going to head over there and take a look at the meter set hopefully in that area. I'm not, Pleasant Drive. All right. I'm not too familiar but when I get to -- that's the address that they gave, 35 Pleasant Drive.

DISPATCH: Yeah, and then there's another one. Well, yeah. Yeah, that is it. Uh-huh.

ART: Okay. I'm headed -- I'm going to head up that way and take a look what's going on. There's big news in San Bruno. You guys following that?

DISPATCH: Yeah, we're looking at it, trying to see --

ART: Yeah. So nobody, nobody has confirmed that it was a gas main that exploded out there?

DISPATCH: No, we have no --

ART: You haven't heard from them yet, right?

DISPATCH: Not yet.

ART: No confirmation. Okay. Very good. I will, I

will keep on that news and see what the heck's going on over there in San Bruno.

DISPATCH: Okay.

ART: All right, Shonda. I'll take this one in Pleasant Hill and after I finished that, I'm off. I mean that will be the day for me.

DISPATCH: Right. Okay.

ART: Okay. Thank you.

DISPATCH: Thank you.

ART: Bye.

DISPATCH: Bye-bye.

* * *

(Start time: 19:37:42)

DISPATCH: Hey, Mike.

MIKE: Yeah, Ernest is on call after all. Is that right?

DISPATCH: Yeah, yeah, I spoke with him and he said he'll get on it.

MIKE: Okay.

DISPATCH: Did you want to talk to him and find out who's responding? Normally we have the guys call in and let us know if they're rolling already.

MIKE: Yeah, because definitely something's going on out here. It's definitely something leaking.

DISPATCH: Oh, really. You can smell something.

MIKE: We'll probably end up getting -- we could start with a (indiscernible) or unless you want me to talk to Ernest himself or --

DISPATCH: Yeah, you know what? I was expecting him to call you but, yeah, that would be great if -- I guess you can call him directly. Hang on.

MIKE: Yeah, let me get my pen here.

DISPATCH: Sure. There's a lot of things going on today. Did they ever send a guy over there? Well, you know --

MIKE: Yes, sir.

DISPATCH: Okay. I'm sorry. Ernest Grider (ph.) is [redacted].

MIKE: [redacted] -- I'm sorry. [redacted] --

DISPATCH: [redacted].

MIKE: -- [redacted] Okay. Thank you. I'll call him right now and give him an update. Thank you.

DISPATCH: All right, Mike. Bye-bye.

* * *

(Start time: 19:38:07)

RECORDING: You have reached Pacific Gas and Electric Company's corporate headquarters in San Francisco. Our office hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday. Rotary dial users, please stay on the line and you will be transferred to the next available attendant. If this is a news media call, please press 1 now. If you require corporate security

assistance, please press 2 now. For all customer service and billing inquiries, please call our toll free number [redacted]. If you would like to hear this message again, please press the star key. Thank you for calling Pacific Gas and Electric Company.

Please hold while your call is being transferred. This call may be recorded for quality assurance. If you do not want to be recorded, please advise our service representative.

JUSTIN: Hi, this is Justin. What do you need? How may I direct your call?

DISPATCH: I'm a dispatcher in Concord OMC, and I was regarding some tags that dropped late, gas and electric sets.

JUSTIN: Can I get your (indiscernible)?

DISPATCH: Yeah, it's CXV6.

JUSTIN: Chris.

DISPATCH: Yeah.

JUSTIN: Just one second. Now what address are you calling for?

DISPATCH: 211 East D Street, D Street.

JUSTIN: And is there an apartment with that or --

DISPATCH: It's an apartment. You'll see a bunch -- you should see a bunch of addresses there, a bunch of jobs in Dixon.

JUSTIN: Is there one in particular you're calling about or --

DISPATCH: No, they dropped late and there's no way that

we're going to be able to do all these jobs, you know.

JUSTIN: All these.

DISPATCH: Yeah, and I don't think they scheduled it, an actual appointment time.

JUSTIN: Do you have a field letter or is there multiple field letters.

DISPATCH: There's multiple ones, yeah. I don't know. If you go into CC&B, you can put 211 in and it should show up, apartment -- I've got apartment numbers 528, 517, 526, 525, 515, 527, 516 and 518, all at that address.

JUSTIN: And what are the tags for?

DISPATCH: To put in gas and electric sets.

JUSTIN: Gas and electric.

DISPATCH: Yeah, which is a pretty big job, and they jobbed in late this afternoon. I'm just now getting back to them here.

JUSTIN: No appointment time. What do you need me to do?

DISPATCH: Well, I guess they said they wanted it today, but they came late, and there was a bunch of them. So I don't know if we can reschedule those just for tomorrow or --

JUSTIN: What unit numbers do you have? Is it all of them here? Because when I pull up 211 East D Street, there's apartments like 111 through 711.

DISPATCH: Okay. Let me give you the specific apartment

numbers again. 528.

JUSTIN: Okay.

DISPATCH: 517.

JUSTIN: All right.

DISPATCH: 526.

JUSTIN: Okay.

DISPATCH: 525.

JUSTIN: All right.

DISPATCH: 515.

JUSTIN: Uh-huh.

DISPATCH: 527.

JUSTIN: Okay.

DISPATCH: 516, and the last one is 518.

JUSTIN: Let me note these here, and then we will work on getting them rescheduled. Can I get your (indiscernible) one more time?

DISPATCH: CXV6.

JUSTIN: Okay.

DISPATCH: These are jobs that they would normally set up, you know, a couple of days ahead of time and then they can pull a couple of guys to basically be there all day doing this kind of work.

JUSTIN: Tomorrow or do you want to put them on a couple of days or --

DISPATCH: A couple of days probably.

JUSTIN: Okay.

DISPATCH: It's a pretty big job.

JUSTIN: Okay. Let's see. Should I just jump to the 14th, on Tuesday, or like Monday, the 13th.

DISPATCH: Tuesday is good.

JUSTIN: Okay. These are like all new services, right? Nobody's living here or anything apparently. Is it like a meter change out or something?

DISPATCH: Exactly. It's meter modules.

JUSTIN: Okay.

DISPATCH: So it looks like they've got power and gas.

JUSTIN: Okay. I haven't seen this type of tag for a while.

DISPATCH: Yeah, it's kind of -- I haven't seen one of these tags in a while either. They all dropped together. I was like what is this? Jobs like this, a scheduler, you know, is involved and make sure they have the manpower and everything. And if there's any problems, they'll be calling first thing in the morning. But they'll find the tags though. They'll be out there.

JUSTIN: All of these were created separately, so I have to do like a new appointment for both the gas and electric. It's just actually copying both. I've got a couple here for you.

DISPATCH: Uh-huh.

JUSTIN: Now the 14th actually has been all used up. I've got two more units to go. Do you want to keep overriding for

that day or jump to Wednesday.

DISPATCH: Let's see. Go ahead and override it, and I'm betting they're going to reschedule those anyway. I mean I think the scheduler messed upon this one. You don't schedule them for 5:43 in the afternoon and --

JUSTIN: Yeah.

DISPATCH: You know, somebody messed up there, especially when the GSRs go home at 4:30.

JUSTIN: It doesn't make sense, huh?

DISPATCH: Yeah.

JUSTIN: Chris, I've got the last three still noted. I just deleted the first four. I'm just going to keep a log of all six and I can forward it over as multiple orders. I could send the case over to SSR to make sure that gets handled directly.

DISPATCH: Okay.

JUSTIN: What were the numbers again? I have 527, 516 and 518. What was the other first four?

DISPATCH: 515, 516 and 518.

JUSTIN: And was it also 525 and 526 also.

DISPATCH: Well, that's all that was left on my screen.

JUSTIN: Okay. No problem. I've got it also. Was there anything else I could do for you then?

DISPATCH: That's it, man. Thanks a lot.

JUSTIN: You're welcome. Thank you.

DISPATCH: All right. Bye.

* * *

(Start time: 19:38:20)

(Phone rings.)

RODNEY: (indiscernible) Rodney.

DISPATCH: Hey, Rodney. Sal from dispatch.

RODNEY: Hey, Sal, what's up?

DISPATCH: Hey, has anybody got a hold of you.

RODNEY: No. It's a mass confusion out here.

DISPATCH: Okay. So you're on site or you know what's going on then?

RODNEY: I'm no site. I've got an electric crew working the deck. They're going to take control from me. I've been told to stand down, and hold the crew in the yard until the scene gets safe out here.

DISPATCH: I'll let my supervisor know because they were calling for you. Okay. I appreciate it.

RODNEY: Yeah, yeah, just tell them because my phone's ringing every five seconds. So --

DISPATCH: Okay. Cool. Thanks for answering. Bye.

RODNEY: Bye.

* * *

(Start time: 19:39:06)

HOLLY: Sal, it's Holly.

DISPATCH: Hey, Holly.

HOLLY: I did the job you just sent. I can't think of

the name. Oakdale.

DISPATCH: Okay. I'll pull that. You've got that already. Okay.

HOLLY: I already did it.

DISPATCH: Oh, [redacted]. He's on his way already. I've got to yank him from that. Holly. Okay. I'll have to call him. Okay. So are you going to be able to get -- what other stuff you got on your screen?

HOLLY: The only other one I have on my screen that I haven't done is Cap, but that's just to verify a meter, if it's commercial or residential. So --

DISPATCH: Okay. I'm going to give it to Cesar. I need to get all this work done.

HOLLY: Okay.

DISPATCH: Thanks. Bye.

HOLLY: Uh-huh. Bye.

* * *

(Start time: 19:39:12)

MATT: You're reached Matt. Go ahead and leave me a message --

* * *

(Start time: 19:39:14)

(Phone rings.)

GREG: Greg speaking.

DISPATCH: Greg, Bob in dispatch.

GREG: Hey, compassa.

DISPATCH: You got screwed. He did all the electric restores and never went to this leak. Let's see.

GREG: Now that's pathetic.

DISPATCH: It is.

GREG: What's that all about? That's a bunch of -- you know what he'll say? He'll say that the restores take priority over the leak.

DISPATCH: Well, more than likely he's going to hear about it.

GREG: Well, someone should let him have it.

DISPATCH: Yeah.

GREG: That's a bunch of baloney.

DISPATCH: Electric restores do not take precedence over leaks.

GREG: No, they don't.

DISPATCH: So this one's on Henshaw (ph.) Avenue, cross street of Esplanade.

GREG: Okay. Well, no offense, but I've got to go get a bite to eat.

DISPATCH: No, I understand.

GREG: I was kind of counting on doing the restores, not the leak but that's okay.

DISPATCH: Right. You know, I just should have taken the restores off of him and put them on you. That's what I should

have done.

GREG: Yeah, you should have. Or given him my leaks.

DISPATCH: Yeah. Well, next time, next time I get a second IR in Paradise, I'm just going to dump it on him, make him go up there.

GREG: Well, you we were late to that one.

DISPATCH: I know we were but I marked that we had multiple EPIRs.

GREG: Okay.

DISPATCH: So I knew we were going to be.

GREG: Yeah, those EP people drive me nuts.

DISPATCH: Yeah, I've -- believe me, it wouldn't be the first time I've heard about it.

GREG: You know, if it is, it's great. If it's not, I mean their threshold is 25 (indiscernible) per million. When I get tags that say 27 (indiscernible) per million, IR, we've got a problem here.

DISPATCH: Yeah. All I've got to say is premier survey.

GREG: There we go.

DISPATCH: Anyhow. So I understand you need to fill the fuel tank. So go ahead and do that, and short of anything being an IR, go to that one next.

GREG: Yeah, I'll go.

DISPATCH: Because now it's been out since about 4:30.

GREG: Okay.

DISPATCH: Okay. Thanks, buddy.

GREG: Okay. That's fine. He knows better than that.

DISPATCH: Yeah. Yeah.

GREG: What he's counting on is, you know, we have a substitute boss.

DISPATCH: Right. Well --

GREG: You know, and I doubt very much if Jeff, what's his name, is going to call him on it.

DISPATCH: Yeah. Well, we'll see what happens.

GREG: Yeah, okay. Thanks.

DISPATCH: Thanks.

GREG: Appreciate it.

DISPATCH: Bye-bye.

* * *

(Start time: 19:39:39)

(Phone rings.)

DENNIS: Dennis.

DISPATCH: Hey, Dennis. I've got a question. This is Shonda in dispatch, and I'm dispatching your area. I show that you can only do routine tags. You can't do any gas leaks, right?

DENNIS: I can do them.

DISPATCH: Oh, you can do them.

DENNIS: I just can't do valve changes.

DISPATCH: I'm sorry. You can't do valve changes.

DENNIS: Right. I'm just doing those other tags because

there's no work.

DISPATCH: Oh, okay. Okay. All of a sudden work is coming in now. So I'll put it on your screen.

DENNIS: (indiscernible).

DISPATCH: Huh?

DENNIS: Sounds normal.

DISPATCH: It was busy, but now work is coming in. So I'll give it to you but that one is for Eric. Don't take that one. There's another gas leak I'll give it to you.

DENNIS: All right.

DISPATCH: Okay. Bye-bye.

* * *

(Start time: 19:39:50)

DISPATCH: Dispatch. Carlo.

UNIDENTIFIED SPEAKER: Carlo, what do you know about San Bruno:

DISPATCH: Oh, man, already. Huh? Right now --

UNIDENTIFIED SPEAKER: (indiscernible) time.

DISPATCH: Earlier, the initial call for -- what a minute. Let me back track. It was actually the GSR who told the dispatcher in there. So initially they thought it was a plane, they thought it was just a fire at the gas station but now I think it's possible that it might be our transmission line they said.

UNIDENTIFIED SPEAKER: Ooh.

DISPATCH: Yeah. So it's unconfirmed right now. I

don't think they're sending out GSRs yet. Right now it's still under investigation. Yeah, all we know at this point is it's a fire.

UNIDENTIFIED SPEAKER: Thanks, Carlo.

DISPATCH: No problem.

UNIDENTIFIED SPEAKER: Bye-bye.

DISPATCH: Okay. Bye.

* * *

(Start time: 19:39:53)

(Phone rings.)

CESAR: Yes, sir.

DISPATCH: Hey, I just yanked that job. I gave you another one. Holly's already got it done, but she got pulled off for something else. So anyway, I gave you something else.

CESAR: Okay. I've got Cap Street.

DISPATCH: Cap is the one. I guess -- I don't even know what it was, just to keep you moving.

CESAR: All right. Thanks.

DISPATCH: Thanks. Bye.

* * *

(Start time: 19:40:00)

(Phone rings.)

MIGUEL: Hello.

DISPATCH: Miguel, do you have time for a turn on in Albany?

MIGUEL: Sure. Put it on my screen.

DISPATCH: Okay. Thank you very much.

MIGUEL: All right.

DISPATCH: Bye.

MIGUEL: Bye.

* * *

(Start time: 19:41:29)

(Phone rings.)

RECORDING: Your call has been forwarded to an automated voice messaging system. Jerro is not available. At the tone, please record your message. When you've finished recording, you may hang up or press 1 for more options. To leave a callback number, press 5.

DISPATCH: Hey, Jerro, this is Sean calling from dispatch. If you can give me a call back whenever you get this message, man, I want to make sure you're all right. Apparently one of the dispatchers said that you hung up and said something about a fire running up the hill. So whenever you get an opportunity, if you can give me a call back, just to make sure you're all right, man. Thanks.

* * *

(Start time: 19:43:08)

DISPATCH: Dispatch. This is Bob.

MR. NAGLE: Hey, Bob. Steve Nagle.

DISPATCH: Steve, what's happening?

MR. NAGLE: Hey, do we have problems down in San Bruno?

DISPATCH: As a matter of fact, we do.

MR. NAGLE: Oh, [redacted] I saw it at the end of the Channel 2 news, and I was thinking maybe it might be petroleum or something, but then I was just watching Fox News and they're saying it was gas.

DISPATCH: Yeah, but we don't know if somebody was digging or what.

MR. NAGLE: Son of a bitch. That's all we need.

DISPATCH: Oh, yeah. So -- yeah, there's a lot of houses that are being burned down. People are in the hospital.

MR. NAGLE: Yeah, people are already engulfed in flames.

DISPATCH: Yeah. It's not good.

MR. NAGLE: Okay. Well, I figured you might know.

DISPATCH: Well, we're -- I mean I wish it hadn't happened but I'm hoping that, you know, some outside source was the reason for it.

MR. NAGLE: Yeah. The explosion was felt before the blaze.

DISPATCH: I certainly don’t want to think that our equipment failed or anything. So --

MR. NAGLE: We don't need that.

DISPATCH: Anyhow, yeah. What are you doing on your vacation?

MR. NAGLE: Oh, I'm sitting here at home right now. We

were up at the lake until yesterday, came home and the wife and I went over to watch a movie --

DISPATCH: Okay.

MR. NAGLE: -- this afternoon, and have just been hanging out. My daughter came over and cut my hair and permed the wife's hair and then we just finished having dinner and Mike Laughlin (ph.) called me and said, hey, did you hear anything? I said, no, other than what I saw in the news.

DISPATCH: Yeah. We had thought it was a gas station.

MR. NAGLE: Yeah.

DISPATCH: But I guess it wasn't and then somebody thought maybe an airplane crashed because they thought they heard an airplane engine but, you know what? That could very easily have been a tractor or a backhoe or something like that. So --

MR. NAGLE: Yeah.

DISPATCH: -- you know, revving his engine up to make a dig and --

MR. NAGLE: Yep.

DISPATCH: So --

MR. NAGLE: Also, if you hit it like that, and an engine's running and that natural gas -- it starts intaking that natural gas, it'll rev those engines until they blow.

DISPATCH: Huh.

MR. NAGLE: Yeah.

DISPATCH: Well, you know what? They're not going to

know anything.

MR. NAGLE: Hell, no. No.

DISPATCH: They're not going to know anything until that fire's out and they can go in there and inspect the area. So --

MR. NAGLE: Yep.

DISPATCH: So --

MR. NAGLE: All right. Well --

DISPATCH: Anyhow --

MR. NAGLE: Thank you, sir.

DISPATCH: -- I know you're not working but I'm afraid I might have to send a thing to our liaison about (indiscernible) tonight. So --

MR. NAGLE: Good. Do it.

DISPATCH: Well, I don't want to. I like the guy but --

MR. NAGLE: Yeah, I know.

DISPATCH: He went and did all these electric restores instead of going to a leak. So -- and he's on a no gas no reason in an apartment for over an hour. And then another tag dropped for the apartment next door, and he was there for over an hour.

MR. NAGLE: Yeah.

DISPATCH: Anyhow.

MR. NAGLE: Yeah. Well, it might be legit but he should be working those leaks before the reconnects.

DISPATCH: Right, or a no gas no reason.

MR. NAGLE: Right.

DISPATCH: Honestly, the no gas no reason came in, let's see, yeah, he was at the no gas, no reason before the leak.

MR. NAGLE: Right.

DISPATCH: So -- but he was there for an hour and then he went to the second and it just said turn on gas, and he was there for -- I think he was there for about 20 minutes. So, anyhow. But he should have gone to the leak next instead of doing all those electric restores in my opinion.

MR. NAGLE: Yeah, run it by, run it by the liaison.

DISPATCH: Craig is still out. He had multiple EPIRs up in Paradise and then another leak in Paradise.

MR. NAGLE: That's why I moved the (indiscernible) the way it is because they're not letting me bill anything. I thought, you know what? I'm going to get the help during the day and then they can track all the overtime that's going to come in now.

DISPATCH: Yeah. Yep, that's probably not a bad plan. So --

MR. NAGLE: Nope, I think it's a bit of a genius on my part to be honest with you.

DISPATCH: Yeah. They're coming up with a survey pretty soon here.

MR. NAGLE: Yep.

DISPATCH: And they said, you know, we've hired 63 more gas service reps or something like that. Well, I go, I haven't

seen any in my area.

MR. NAGLE: Hell, no. I haven't. All I've seen is drops.

DISPATCH: Yeah.

MR. NAGLE: I'm supposed to have 22 people and I'm down to 17.

DISPATCH: Yeah. Well, I mean we've lost two guys to medical up in Reading.

MR. NAGLE: Uh-huh.

DISPATCH: We lost a guy to retirement in Chico.

MR. NAGLE: Chico. And one promotion. That was my position.

DISPATCH: Right.

MR. NAGLE: And then the (indiscernible) moved back to San Rochelle, and they never filled his.

DISPATCH: Right. So really we're -- and I don't know that we need three people in Red Bluff but --

MR. NAGLE: No.

DISPATCH: -- but we could certainly use the help either in Reading or --

MR. NAGLE: Yep.

DISPATCH: -- Chico. So --

MR. NAGLE: Red Bluff is a really good place to have an extra body. That's my argument there but --

DISPATCH: Oh, really.

MR. NAGLE: -- I don't think --

DISPATCH: Well, yeah, because you're kind of flexible. You can go down to Orland. You can go up to Reading.

MR. NAGLE: Yeah, you can be in Chico, Willows or Reading all in a half an hour or less.

DISPATCH: Yeah, yeah, actually. So you're right. That really is probably a good place to have an extra guy. So --

MR. NAGLE: Yep.

DISPATCH: More flexibility. So anyhow.

MR. NAGLE: All right.

DISPATCH: You're on vacation. So --

MR. NAGLE: Yep.

DISPATCH: I'll talk to you next week.

MR. NAGLE: Okay. Thanks.

DISPATCH: Take care. Bye-bye.

MR. NAGLE: Bye.

* * *

(Start time: 19:43:38)

MR. O'CALLAGHAN: Hey, this is Casey O'Callaghan. I have work order number 17374.

DISPATCH: 17374. Uh-huh.

MR. O'CALLAGHAN: Do you guys have -- I'm on my way out there. I know Mike Green's out there. Do you have Mike Green's phone number by any chance?

DISPATCH: Yeah, you're part of the -- you're the flame

pack.

MR. O'CALLAGHAN: Yeah, I'm the flame pack.

DISPATCH: And what's your name?

MR. O'CALLAGHAN: Casey O'Callaghan.

DISPATCH: Can you spell your last name?

MR. O'CALLAGHAN: O'Callaghan, O ' C A L L A G H A N.

DISPATCH: And can I get your phone number.

MR. O'CALLAGHAN: [redacted].

DISPATCH: Okay. And let me give you Mike Green's phone number. Hold on. His number is [redacted].

MR. O'CALLAGHAN: [redacted]. Okay.

DISPATCH: Are you en route?

MR. O'CALLAGHAN: Yeah, I'm en route.

DISPATCH: Okay. Thanks a lot.

MR. O'CALLAGHAN: Bye.

DISPATCH: Bye.

* * *

(Start time: 19:44:34)

DISPATCH: Dispatch. Mary.

JOSE: This is Jose. I just showed up out here. The account they gave it to me was on the office account, and there's no fire engine out here in the front. So I don't know where to go.

DISPATCH: Let me see. Joe took that call. Let me ask him. Hold on a second. I'm sorry. One more time, Jose. You

said that there is no 515.

JOSE: I don't have 515. I have the house account. Nobody told me anything about 515. There's nothing on the tag about 515.

DISPATCH: Yeah, in remarks it says unit number 515 per RFD.

JOSE: Okay. No problem. All right. Why didn't they give it to me on the tag then?

DISPATCH: I guess there was no gas account for 515. No. It has a lot of apartments but he couldn't find the 515.

JOSE: Okay. It should be building 5-515. Each one of the units is numbered --

DISPATCH: Oh, is that it. Okay. Thanks.

JOSE: 515, but that would be building 5 then. All right.

DISPATCH: Okay. I'll look for it. Okay. Thanks.

JOSE: Okay.

* * *

(Start time: 19:44:43)

DISPATCH: Dispatch. Sal.

GAS CONTROL: Sal, this is Larry.

DISPATCH: Larry?

GAS CONTROL: Larry with gas control.

DISPATCH: Okay.

GAS CONTROL: I wanted to give you a heads up with

what's going on, okay. We've shut in Martin Station. I'm just going to give you a handle on what's going on. Shut in Martin Station. San Francisco is fed by two transmissions, 109 and 132. 132 is the one that blew up. Okay. So we shut in Martin Station. So you're completely feeding one way completely all the way around. Right now it appears the pressure's holding fine. Okay. But you might want on the south side of San Francisco, on the Bay Bridge side, maybe periodically have somebody check a couple of things, but we're supporting from the one station. It appears to be doing fine. Okay.

DISPATCH: Okay. Holding on one side.

GAS CONTROL: Do you want to put me on speaker? Is your supervisor right there?

DISPATCH: No. Let me grab him over here. So --

GAS CONTROL: Sure. Put me on speaker, and I'll tell you what's going on.

DISPATCH: Yeah, hold on one second. I'm writing as fast as I can.

GAS CONTROL: That's all right. I can repeat. That's fine.

DISPATCH: Okay. Let me grab him right here. I've got gas control.

GAS CONTROL: Are we hooked up?

DISPATCH: Not yet. Just give me a second.

GAS CONTROL: We're fine, guy. We're fine.

DISPATCH: I've got to get you on speaker.

GAS CONTROL: Okay. Are we good?

DISPATCH: Almost. He's coming right now.

GAS CONTROL: Okay.

DISPATCH: So you've got shut in Martin --

GAS CONTROL: Here we go. Here's what's going on. Okay. Everybody can hear me now.

DISPATCH: Yeah. Go ahead.

GAS CONTROL: Okay. Here's what's going on. Okay. The line break is on 132. San Francisco is fed by two different mains in a circular effect. Transmission line 132 coming up on the south bay, on the Bay Bridge side, and then on the opposite side it's fed by line 109. We're completely supporting the city with 109 now. We've shut in Martin Station. So the gas is basically doing a one-way circle all the way down to Martin Station. Now we haven't shut any gas coming up to Martin, okay, until we determine what we want to do and how many customers and whatever we've got to do. But what my recommendation is you might want to put a couple of servicemen out to check pressure on the bay, I'm trying to give you a location on the Bay Bridge side of San Francisco, maybe down around the airport, whatever, maybe check pressure a couple of places just to make sure pressure is holding up for you. But we've gone from two feeds to one. You appear to be doing fine. The pressure appears to be holding fine, but just to be on a safety precaution, you might want to check.

DISPATCH: Yeah, we've got Andy Lamb out checking pressures right now.

GAS CONTROL: Okay. I would go down, I don't know how far you guys go down, but do you guys go down to the airport in your area or is that Peninsula?

DISPATCH: Yeah, that's actually Peninsula but we --

GAS CONTROL: But I would check there because basically from Martin Station up, which is below South San Francisco, that's where it was shut off at. So I'm feeding all the way around to Martin Station.

DISPATCH: Okay.

GAS CONTROL: Okay. So I'm just giving you a precaution, but that's what's going on, guys. Unfortunately it is our line it looks like.

DISPATCH: Okay.

GAS CONTROL: All right, guys.

DISPATCH: Sounds good.

GAS CONTROL: All right. You guys have a great day hopefully, and if I get anything that's different or whatever, I will notify you guys, okay.

DISPATCH: Okay. Sounds good. Thank you.

GAS CONTROL: My name's Larry, gas dispatch, and my number is in the book or if you want to jot it down, [redacted], and there will be somebody here 24/7.

DISPATCH: Gotcha.

GAS CONTROL: If it's not me, somebody else, okay.

DISPATCH: Sounds good.

GAS CONTROL: Thank you, guys.

DISPATCH: Thank you.

GAS CONTROL: Bye.

* * *

(Start time: 19:45:30)

(Phone rings.)

MR. DECORE: John Decore.

DISPATCH: Hey, John. I've got one in Belvedere again.

MR. DECORE: What's the address?

DISPATCH: 125 Golden Gate Avenue.

MR. DECORE: Okay. Okay.

DISPATCH: It's a IR, a gas leak at a range.

MR. DECORE: All right. Put it on me. ETA is going to be 8:15.

DISPATCH: Okay. I'm going to pull that one I gave you.

MR. DECORE: Praise the Lord.

DISPATCH: I'll give it to --

MR. DECORE: I was talking to my supervisor, Joe Barlow, on the other line. Sounds like this is definitely one of our transmission lines.

DISPATCH: They think it is, huh?

MR. DECORE: Yeah. You guys aren't hearing anything yet?

DISPATCH: Not yet, but that's what we're hearing, but we hope not, man. We hope not.

MR. DECORE: Gas control is probably very busy right now.

DISPATCH: Yep, man.

MR. DECORE: Okay.

DISPATCH: Okay.

MR. DECORE: Yeah, show me 8:15.

DISPATCH: You got it. Thanks.

MR. DECORE: Okay. Bye.

* * *

(Start time: 19:46:29)

DISPATCH: Dispatch. Marcus speaking.

JOSEPH: Hi, this is Joseph. I've got an immediate response in Belvedere for a gas leak.

DISPATCH: Okay. I've got it.

JOSEPH: All right. Thanks.

DISPATCH: Okay. Thanks. Bye.

* * *

(Start time: 19:46:39)

DISPATCH: Dispatch. Shonda. Hello. Hello.

* * *

(Start time: 19:46:43)

DISPATCH: Dispatch. Brenda.

UNIDENTIFIED SPEAKER: Hi, Brenda.

DISPATCH: Okay. Did you get the address.

UNIDENTIFIED SPEAKER: Okay. I got it. What I did is I filed through my service report forms.

DISPATCH: Wait, wait. Let me back up. Is there something that you're going need a case for?

UNIDENTIFIED SPEAKER: Well, I already have the case (indiscernible).

DISPATCH: Okay.

UNIDENTIFIED SPEAKER: And so what were you going to ask?

DISPATCH: So you're needing me to do?

UNIDENTIFIED SPEAKER: I just need a tag because I've got to write it on the tag.

DISPATCH: Okay. What's the address?

UNIDENTIFIED SPEAKER: Okay. It's 19068 Madison in Castro Valley.

DISPATCH: Gas unspecified outside.

UNIDENTIFIED SPEAKER: That's perfect.

DISPATCH: Okay.

UNIDENTIFIED SPEAKER: Thanks a lot, ma'am.

DISPATCH: Bye-bye.

UNIDENTIFIED SPEAKER: Bye-bye.

* * *

(Start time: 19:47:37)

DISPATCH: Dispatch. Shonda.

KATRINA: Hi, Shonda. This is Katrina in Stockton.

DISPATCH: Hi.

KATRINA: Hi. Our guys are taking Fremont, 670 Verono (ph.) Terrace.

DISPATCH: What is the field order number?

KATRINA: Yes, 3636175357.

DISPATCH: Okay. We got it.

KATRINA: All right. Thank you. Have a good night.

DISPATCH: You, too.

KATRINA: Thank you.

DISPATCH: Bye-bye.

* * *

(Start time: 19:47:59)

(Phone rings.)

GENE: Hello.

DISPATCH: Hey, Gene. It's me. I have an IR.

GENE: All right.

DISPATCH: Thank you.

* * *

(Start time: 19:48:31)

CARLOS: Hello, Shonda. This is Carlos in Antioch. How are you doing?

DISPATCH: I'm good, Carlos. How are you?

CARLOS: Okay. Quick question. Do you know if we're setting up a team to go to San Bruno for that explosion?

DISPATCH: We haven't heard anything. I can transfer you to the dispatcher that handles Peninsula. Hold on.

CARLOS: Okay.

(Call transferred.)

* * *

(Start time: 19:49:00)

CARLOS: Hey, Sean. This is Carlos, GSR.

DISPATCH: Hey, Carlos. What's up?

CARLOS: Hey, quick question. I'm from a different area. I don't know. If you guys are setting up a team to go out there to help out on that fire or --

DISPATCH: You know, at this moment, we haven't got a call yet to figure out what they want to do. I'm sure every supervisor in our service territory is aware of the situation.

CARLOS: Uh-huh.

DISPATCH: So as soon as they're ready to do whatever it is that they need to, I'm sure they'll try to get a hold of whoever they can. At this point, everybody's I guess standing still at this point to figure out what's going on out there.

CARLOS: Yeah.

DISPATCH: They've got a tone of people out there.

CARLOS: Huh?

DISPATCH: They've got a ton of people out there right now, but I'm not really sure what's going on. We've got three different reports of what happened out there. So at this point,

we're still waiting for them to confirm what it is.

CARLOS: Okay. Okay. No problem.

DISPATCH: All right.

CARLOS: Thank you.

DISPATCH: Sure.

* * *

(Start time: 19:49:29)

(Phone rings.)

WYMAN: Hi, this is Wyman. I'm sorry I cannot answer your call. Leave me a message, and I will return your call as soon as I can. Thank you.

RECORDING: At the tone, please record your message. When you've finished recording, you may hang up or press 1 for more options. To leave a callback number, press 5.

DISPATCH: Hey, Wyman. It's Sal. I need you to give me a call. I just got a call from gas control. We lost one line, line 132. The city's being fed by one line, 109. He would like us to start checking pressure to make sure we're holding. So give me a call. 7:50. Bye.

* * *

(Start time: 19:49:55)

MR. WHITE: Shonda, it's Al White.

DISPATCH: Hi, Al.

MR. WHITE: I did find out that this person made a payment but I'm getting no luck with the Smart meter people. So

I'm going to change out the meter. So I need a replace or change out meter tag for this address, 250 Allen Way.

DISPATCH: Yeah. Hold on. Let me check with the PBX operator. I don't think they should be on. I think -- it's a reason.

MR. WHITE: Well, I did check with the PBX person.

DISPATCH: Oh, and they said it's okay.

MR. WHITE: Yeah, they said it's okay, but then they give me another number to call, the Smart meter people, and I've been on hold for 10 minutes and I'm not going to wait any longer.

DISPATCH: I don't blame you. Okay. I'll send you a meter change.

MR. WHITE: Yes, for 25 Allen Way, Martinez.

DISPATCH: Got it. Okay.

MR. WHITE: All right. Thanks, Shonda.

DISPATCH: You're welcome. Bye-bye.

MR. WHITE: Bye.

* * *

(Start time: 19:50:51)

DISPATCH: Dispatch. Marcus speaking.

FRANK: Yeah, this is Frank (indiscernible) out at Vacaville (ph.). How you doing?

DISPATCH: Pretty good. What's happening, Frank?

FRANK: Not much. Hey, I've got a tag for (indiscernible) Kennedy Port (ph.) and I'm trying to get out of

here. I've got to be back at 11:00. So I won't be able to do that tag.

DISPATCH: Out at Vacaville.

FRANK: Yeah.

DISPATCH: Okay. Hold on one second. Hold on.

(On hold.)

DISPATCH: Got it. We'll pull it off you, Frank.

FRANK: Good deal.

DISPATCH: Okay. Thanks. Bye now.

FRANK: Good night.

* * *

(Start time: 19:51:15)

(Phone rings.)

MR. STILLWELL: You have reached Barry Stillwell's phone. Please leave a brief message, with the date and the time you called, and I will return your call as soon as I can.

RECORDING: At the tone, please record your message. When you've finished recording, you may hang up or press 1 for more options. To leave a callback number, press 5.

DISPATCH: Hey, Barry, this is Sean calling from dispatch. Give me a call back when you get this message. Apparently the load center called them and said they need GSRs assembled to start checking pressure I guess all the way from South San Francisco up to San Francisco. It's about 7:50.

* * *

(Start time: 19:51:39)

DISPATCH: Dispatch. Mary.

RANDY: Mary, Randy (indiscernible).

DISPATCH: Hi, Randy. You watching the news?

RANDY: I just got told about the news.

DISPATCH: Well, yeah, it's a pretty big fire.

RANDY: 24-inch gas main.

DISPATCH: Yeah, you know, we don't, we don't really know exactly what happened yet, but did you hear that on the news?

RANDY: Yeah, they just said it was a 24-inch gas main that blew.

DISPATCH: Yeah. Well, it's pretty big whatever it is.

RANDY: So, yeah. I'll be standing by if you need any mutual aid.

DISPATCH: Yeah, I appreciate that. Yeah, the fire department said a -- yeah, somebody else is saying it's an airplane. So we're not -- but anyhow.

RANDY: Yeah.

DISPATCH: But thank you for that. We'll keep you in mind.

RANDY: Okay. Thanks.

DISPATCH: Okay. Thank you. Bye.

RANDY: Bye-bye.

* * *

(Start time: 19:51:58)

DISPATCH: Dispatch. Shonda.

UNIDENTIFIED SPEAKER: Hi, Shonda. I issued an IR for 1031 East 24th Street, Apartment A in Oakland.

DISPATCH: Field order number.

UNIDENTIFIED SPEAKER: It is [redacted].

DISPATCH: Oakland. We got it.

UNIDENTIFIED SPEAKER: Thanks a lot.

DISPATCH: You're welcome.

UNIDENTIFIED SPEAKER: Bye.

DISPATCH: Bye-bye.

* * *

(Start time: 19:51:59)

DISPATCH: Dispatch. Carlo.

KATRINA: Hey, Carlo. This is Katrina from Stockton. I sent over an IR for Delton Common in Fremont.

DISPATCH: Fremont. We've been getting your calls. Hold on a minute.

KATRINA: Okay.

DISPATCH: Which one is yours?

KATRINA: 3531 Delton Common in Fremont.

DISPATCH: Yes, we do have it.

KATRINA: Thank you. You have a nice evening.

DISPATCH: You, too. Bye-bye.

KATRINA: Bye-bye.

* * *

(Start time: 19:52:42)

(Phone rings.)

CAMELE: Camele (ph.).

DISPATCH: Hi, Camel. I have an IR for you.

CAMELE: Okay.

DISPATCH: Thank you.

* * *

(Start time: 19:53:36)

PG&E EMERGENCY: PG&E emergency line. Marcus speaking.

VALEO POLICE AND FIRE: Hi, this is Suzie at Valeo (ph.) Police and Fire.

PG&E EMERGENCY: Yes, Suzie.

VALEO POLICE AND FIRE: We just got a report that a vehicle hit a high voltage PG&E box.

PG&E EMERGENCY: Okay. And that address.

VALEO POLICE AND FIRE: 18 Panorama.

PG&E EMERGENCY: 1810?

VALEO POLICE AND FIRE: No, 18, 1 8, Panorama. Just 18. And apparently it went up on the curb and hit the box and is wedged in between the box and whatever.

PG&E EMERGENCY: And this is in Valeo?

VALEO POLICE AND FIRE: Yeah, and Panorama is off of Twolame (ph.). We don't have a unit en route yet to take the report, and the driver lives there and is still on the scene. So I don't know what you guys are going to need to do with that,

but --

PG&E EMERGENCY: Okay. Your phone number.

VALEO POLICE AND FIRE: [redacted].

PG&E EMERGENCY: Okay. We'll get someone rolling.

VALEO POLICE AND FIRE: Thank you.

PG&E EMERGENCY: Thank you. Bye now.

* * *

(Start time: 19:54:19)

DISPATCH: Dispatch. Brenda.

CAMELE: Brenda, Camele.

DISPATCH: Hey.

CAMELE: About 20 minutes.

DISPATCH: Thank you.

CAMELE: Hey, Brenda, what's going on with the fire?

DISPATCH: We're not sure yet what the cause is but it's big.

CAMELE: Okay.

DISPATCH: It's real big. We're hearing various things about what caused it, a dig in or a transmission line. We just don't know yet. We won't know until they contain the fire.

CAMELE: Okay. Is the disaster center open there?

DISPATCH: Yeah, I believe it is down toward San Bruno. They have opened the OEC.

CAMELE: Okay.

DISPATCH: Okay. Bye-bye. Go ahead.

CAMELE: If they need me to go there, let me know.

DISPATCH: Well, call back, because I'm not sure who's heading that, okay.

CAMELE: Yeah.

DISPATCH: Okay.

CAMELE: All right.

DISPATCH: Bye-bye.

* * *

(Start time: 19:54:36)

(Phone rings.)

UNIDENTIFIED SPEAKER: As you can see, I'm working really quick. I'm on my last --

DISPATCH: I see that.

UNIDENTIFIED SPEAKER: I'm getting done.

DISPATCH: You're doing a good job, man. Mitch just finished his last job, and I guess he's probably going to be going home I guess.

UNIDENTIFIED SPEAKER: Yeah. What do you have?

DISPATCH: Actually I don't have anything, but what I do -- here's the situation I have. I've got a Sacramento GSR Bonnie, they have two tags on her for part of that outage.

UNIDENTIFIED SPEAKER: Right. Give them to me.

DISPATCH: I was going to say, no sense in her coming up and if you're game.

UNIDENTIFIED SPEAKER: Absolutely.

DISPATCH: All right, man. Thanks a bunch.

UNIDENTIFIED SPEAKER: No problem. You know, one of them was already done. So, yeah, it's just a luck of the draw. Some of these, you know, they've already been hit, and --

DISPATCH: No [redacted].

UNIDENTIFIED SPEAKER: -- (indiscernible). Yeah. All right. And they're really quick.

DISPATCH: So what happened is some people are working off paper, and then -- oh, I see what happened.

UNIDENTIFIED SPEAKER: Yeah, it's all kinds of different things, you know. One guy, he said he called and then they said, yeah, we'll be out tonight and no one showed and no one showed again, and then the other ones said, yeah, they said they'd be out and they were, but I had already called and here I am. They said, well, we won't be able to get out there until Thursday. Can you believe that?

DISPATCH: Thursday.

UNIDENTIFIED SPEAKER: I'm like, yeah.

DISPATCH: I've got two on Fairfield Avenue.

UNIDENTIFIED SPEAKER: Fairfield.

DISPATCH: Yeah.

UNIDENTIFIED SPEAKER: (indiscernible).

DISPATCH: All right, man. Thanks.

UNIDENTIFIED SPEAKER: Sure. No problem.

DISPATCH: All right. Bye.

* * *

(Start time: 19:55:01)

MS. MARAMONTOS: Hi, this is Nancy Maramontos (ph.). I'm in the Peninsula OEC and I wanted to call in to give you and let you know first we're activated to give you a callback number.

DISPATCH: Okay.

MS. MARAMONTOS: Okay. Ready.

DISPATCH: Yep.

MS. MARAMONTOS: Okay. [redacted].

DISPATCH: Got it.

MS. MARAMONTOS: Okay.

DISPATCH: All right. Thank you.

MS. MARAMONTOS: Thank you. Good-bye.

* * *

(Start time: 19:55:41)

CHRIS: (indiscernible).

DISPATCH: Is this Chris?

CHRIS: Chris (indiscernible).

DISPATCH: Yeah. Hi.

CHRIS: This one I'm working on right now, it looks like we've been out here.

DISPATCH: Okay.

CHRIS: There's two valves out here.

DISPATCH: Oh.

CHRIS: And I was wondering, is there any record on

anyone coming back out to finish this up or what?

DISPATCH: I don't know. Let me see what's going on here.

CHRIS: Okay. What they have right now is the (indiscernible) hooked to it, but it's an old copper line.

DISPATCH: Okay. There's a dig in the other day it looked like. Okay. Dig in, underground, hit half-inch service, crew repaired, customer not home for relight. That was on the 7th. Then it says, okay, okay. then someone came back, turned the gas on, turned service on, checked flow and pressure, relight appliances, informed customer gas most likely to be off tomorrow also. New riser not hooked up yet. Customer to install on demand water heater. Would like to upgrade to AL275 when work is done. Okay. So that was the 7th at about 10:30 at night. So let's see. I wonder if that was Pusich or who went out. So I'm not sure. I can't tell.

CHRIS: It was Pusich.

DISPATCH: Okay. Turned service on, checked flow and pressure, relight appliances. Yeah, I don't know.

CHRIS: I'm just wondering because they're coming out -- a (indiscernible) if they're coming out to finish up the work on this new riser.

DISPATCH: That's a good question. I don't know.

CHRIS: Okay.

DISPATCH: Yeah, because he even put new riser not

hooked up yet.

CHRIS: Yeah.

DISPATCH: So just a couple of days ago. So I don't know. So did he -- let's see. So it looks like he --

CHRIS: So (indiscernible) is there's no earthquake valve, no earthquake valve set up. So is that why they're not getting any gas. I'm just wondering if -- what they want me to do here.

DISPATCH: You know --

CHRIS: I can probably call Joel and see. He'll probably know.

DISPATCH: Let's see. Yeah, Joel is on call.

CHRIS: Okay.

DISPATCH: And that would probably be a good idea because I don't have anything open on that today.

CHRIS: Yeah, let me check my phone and see if I have Joel's number.

DISPATCH: Okay.

CHRIS: No, I don't.

DISPATCH: Okay. It's [redacted]. That's his cell phone.

CHRIS: Okay. Perfect.

DISPATCH: And if you can't get him on that, I have several other numbers if you want.

CHRIS: Okay. I can give you a call back if not. He

usually answers.

DISPATCH: Okay. Sounds good.

CHRIS: Thanks.

DISPATCH: Sure. Bye.

* * *

(Start time: 19:56:07)

DISPATCH: Dispatch. Sean.

ROBERT: Hey, Sean, this is Robert in Sacramento.

DISPATCH: Hey, Robert.

ROBERT: Hi. I've got a customer. They have an appointment from 5:00 to 8:00 for a gas turn on in Half Moon Bay but I know there's some issues going on in the area. I was wondering if there's an ETA for the customer.

DISPATCH: In Half Moon Bay, unfortunately right now there is not ETA. We've got a major emergency --

ROBERT: That's what I figured.

DISPATCH: -- and, yeah, at this point, we don't know if anybody's going to be able to get out there or not.

ROBERT: Okay. And then as far as scheduling, if this isn't completed, would I --

DISPATCH: Let me see who's out there. Let me take a look. Somebody's headed out there right now.

ROBERT: Are they en route?

DISPATCH: Is this San Andres?

ROBERT: No, this is 439 Kehoe Avenue, Half Moon Bay.

DISPATCH: Hold on one second.

ROBERT: Okay.

DISPATCH: Do you have a field order number?

ROBERT: Yeah, field order number is [redacted].

DISPATCH: Oh, yeah, yeah. Unfortunately, no, he's on site right now. It's probably best if you could reschedule it. Otherwise, I really don't know if anyone's going to be able to get out there tonight.

ROBERT: Okay. I will let him know.

DISPATCH: All right.

ROBERT: All right. Thank you.

DISPATCH: Bye.

* * *

(Start time: 19:56:23)

(Phone rings.)

MR. WORLEY: Worley (ph.).

DISPATCH: Hey, Ken. It's Mary.

MR. WORLEY: Hi, Mary.

DISPATCH: Two things. Number one is the one that you're going to, we can't really figure out what the correct address is because the number that Mitchell gave me as a meter number doesn't go -- I can't find it and there's no other gas meter at that address. So maybe it's like another -- on another street or something.

MR. WORLEY: Okay.

DISPATCH: Okay. And the other thing is unfortunately we've got an IR and I don't really see anybody else that's even sort of close. It's on East 24th Street.

MR. WORLEY: Okay.

DISPATCH: Can you do that one first?

MR. WORLEY: Mitchell's off at 8:30. Yeah, let me roll by there and see what's going on there. Probably (indiscernible) because if we have to cut out customer equipment, we can't do it without permission.

DISPATCH: Right. So can I put like -- what should I put for the leak?

MR. WORLEY: About 20 minutes.

DISPATCH: Thanks a lot. Bye.

MR. WORLEY: Okay.

DISPATCH: Thanks.

* * *

(Start time: 19:58:54)

DISPATCH: Dispatch. Mary.

MR. WATTS: Hi, Mary. Is Joe floating around there?

DISPATCH: Is who floating around?

MR. WATTS: Joe.

DISPATCH: Joe actually is on a break. May I help you?

MR. WATTS: Yeah, this is Greg Watts.

DISPATCH: Hi, Greg.

MR. WATTS: You know, I'm going to be pulling the plug

tonight. I'm going to be taking off. I'm going to be done. Right now it doesn't look like we'll get any tags, do we? For the next three hours.

DISPATCH: Do we have any tags for the next three hours you said?

MR. WATTS: No, no, I said it doesn't look like we have any tags. I don't have any on me right now.

DISPATCH: No, no. It looks good.

MR. WATTS: It looks pretty quiet. So I'm going to sign off and then Bernard's out there. But if you really need somebody, Bruce Reed can get somebody out, but in the meantime we'll just leave it the way it is unless you really need somebody, okay.

DISPATCH: Okay. Did you hear about the fire in San Bruno?

MR. WATTS: No. What about the fire?

DISPATCH: It's a big -- there's a big fire there. We're not sure exactly what happened but, yeah, they've cut the power to a pretty large area.

MR. WATTS: Don't be calling me tonight.

DISPATCH: Okay. Okay.

MR. WATTS: Okay.

DISPATCH: No promises here, but okay.

MR. WATTS: All right.

DISPATCH: Okay. Bye-bye.

MR. WATTS: Bye.

* * *

(Start time: 19:59:00)

DISPATCH: Dispatch. Brenda.

UNIDENTIFIED SPEAKER: I was trying to get Brooklyn dispatch.

DISPATCH: Sure.

* * *

(Start time: 19:59:35)

UNIDENTIFIED SPEAKER: This is (indiscernible) in San Mateo.

DISPATCH: Hey, how's it going?

UNIDENTIFIED SPEAKER: Good. I'm checking in with you about, you know, you guys, I'm pretty sure, are headed up to the San Bruno incident.

DISPATCH: We are out there already.

UNIDENTIFIED SPEAKER: Okay. Yeah. I don't know if you guys where our fire command post is at Leonardi's Market.

DISPATCH: Okay.

UNIDENTIFIED SPEAKER: San Bruno Avenue and Skyline if any of your supervisors or anybody need it.

DISPATCH: San Bruno Avenue and Skyline?

UNIDENTIFIED SPEAKER: Skyline. It's in the parking lot of the Leonardi's Supermarket, and that is where the fire command post is going to be.

DISPATCH: Got it. Thanks for the heads up.

UNIDENTIFIED SPEAKER: Do you have an idea how big of a line it is or what -- have you got any reports back?

DISPATCH: At this point, we don't know. I'm not really sure exactly what's going on. We're basically trying to figure it out ourselves. So --

UNIDENTIFIED SPEAKER: Yeah.

DISPATCH: -- if you want, is there a number, maybe I can have someone call you.

UNIDENTIFIED SPEAKER: No, no, no. That's fine. We have one of the fire chiefs down here that we can relay information through.

DISPATCH: Got it.

UNIDENTIFIED SPEAKER: I didn't know if you guys had any additional information, other than we got confirmation that it's possibly a gas line.

DISPATCH: Got it. So it wasn't an airplane.

UNIDENTIFIED SPEAKER: No. But, yeah, so if they need it, that's the command post for the fire department.

DISPATCH: Sounds good. Thanks a lot.

UNIDENTIFIED SPEAKER: All right. Thank you very much.

DISPATCH: Bye.

* * *

(Start time: 19:59:50)

DISPATCH: Dispatch. Sal.

ERIC: Sal, it's Eric. How you doing?

DISPATCH: Good, Eric. What are you doing?

ERIC: Listen, I'm all the way down in Caplan Bay for a gas meter shut off. I didn't know it was so far away, but I went and I got it. I've got this gas leak on my screen for skyline drive and it's going to take me at least 30, 40 minutes to get there if I don't hit traffic because of this explosion.

DISPATCH: I was going to say, Skyline, isn't that where the problem is.

ERIC: No, no, this is in Daily City.

DISPATCH: Okay.

ERIC: San Bruno, that's much further south. But I don't think I can get that, you know, it will definitely put me way over.

DISPATCH: You know what? At this time, we don't know what the heck's going on. If you want to stay and get it, that's fine. Actually, I'd prefer if you can get it because we don't know how many guys we're going to end up having to keep. We don't know what anything that's going on just yet.

ERIC: Okay. All right. Then I'll go up and do it.

DISPATCH: If you can get it, that would be great. You know, if you don't want the overtime, I can probably see, we can probably get somebody.

ERIC: Yeah, you know, I know the situation. There's no problem.

DISPATCH: Okay. I appreciate it.

ERIC: Okay. Bye.

DISPATCH: Thanks. Bye.

(End of recording)

CERTIFICATE

This is to certify that the attached proceeding before the

NATIONAL TRANSPORTATION SAFETY BOARD

IN THE MATTER OF: PACIFIC GAS & ELECTRIC COMPANY
SEPTEMBER 9, 2010 ACCIDENT
SAN BRUNO, CALIFORNIA

DOCKET NUMBER: DCA-10-MP-008

was held according to the record, and that this is the original, complete, true and accurate transcript which has been compared to the recording accomplished at the hearing.

_____
Kathryn A. Mirfin
Transcriber